



## English for customer service in the catering sector

**Sku:** PC376

**Horas:** 40

**Formato:** HTML

### OBJETIVOS

The objective of this course is to learn how to communicate with one or more interlocutors in relation to dealing with work situations in the catering sector.

### CONTENIDOS

#### **Unit 1: Welcoming clients, introductions, courtesy and farewells**

Useful expressions and vocabulary

Function:

Arriving at a restaurant.

Receiving and accomodating clients.

Restaurant customer service.

Practice in context

Function:

Ordering in a restaurant

Arriving at a restaurant

Greetings and farewells

Test

#### **Unit 2: Complaints and apologies**

Useful expressions and vocabulary

Function:

Complaints.

Apologies.  
Requests.

Practice in context

Test

### **Unit 3: Explaining and recommending dishes**

Useful expressions and vocabulary – Food basics

Function:  
Food basics.  
Explaining food.  
Kitchen appliances.

Useful expressions and vocabulary – Snacks

Function:  
Table essentials.  
Snacks.

Practice in context – Basics and snacks

Useful expressions and vocabulary – Starters

Function:  
Starters.  
Seafood.  
Vegetables.

Useful expressions and vocabulary – Main courses

Function:  
Taking orders.  
Kinds of meat.  
Meat products.  
Kinds of fish.

Practice in context – Starters and main courses

Test

### **Unit 4: Explaining and recommending desserts and drinks**

Useful expressions and vocabulary – Desserts

Function:  
Desserts.  
Sweet ingredients.  
Nuts.

Practice in context – Desserts

Useful expressions and vocabulary – Drinks

Function:  
Non-alcoholic drinks.  
Alcoholic drinks.  
Drink ordering.  
Tools.

Practice in context – Drinks

Test

### **Unit 5: Money matters**

Useful expressions and vocabulary

Function:  
Paying the bill.  
Currencies.

Practice in context

Test

### **Unit 6: Providing information, making reservations and managing orders**

Useful expressions and vocabulary – Making reservations

Function:  
On the telephone.  
Reservation.  
Practice in context – Making reservations

Useful expressions and vocabulary – Menus, leaflets and letters

Function:  
Menus  
Leaflets  
Letters

Practice in context

## **Unit 7: Giving directions and communicating with your colleagues**

Useful expressions and vocabulary – Directions

Function:

Directions on the street.

Directions in the restaurant.

Practice in context

Useful expressions and vocabulary – Staff

Practice in context

Test