

# UNIT 1

Unit 1	Working Process/Language Skills						
<b>Chinese Food</b> 中餐服务	Steps in serving Chinese food	→	Chinese food culture	→	How to serve Chinese food	→	Take orders
	↓		↓		↓		↓
	Warming-up  Steps in serving Chinese food		Reading  Chinese food and cooking		Listening & Speaking  Book tables for guests; introduce different Chinese cuisines; recommend dishes; take orders and receive bills		Writing  Complete a restaurant order

### 单元流程说明:

- 本单元围绕**中餐服务**中的服务特点、服务流程和工作情景，重点介绍了酒店英语中**中餐服务**这一环节。
- 中餐服务步骤**：首先需要明确中餐服务有哪些工作步骤，以及与之相关的重点词汇表达 (**Warming-up**)。
- 中国餐饮文化**：餐饮部是酒店的重要部门，中餐厅为客人提供具有中国特色的菜肴，中国餐饮文化在提供中餐服务中发挥着越来越大的作用 (**Reading**)。
- 中餐服务流程**：中餐服务包括电话预定餐台、迎接客人、为客人介绍推荐特色菜肴、点餐及收银等 (**Listening & Speaking**)。
- 为客人点餐**：中餐服务员在向客人介绍菜肴后，要记录下客人所点菜品 (**Writing**)。



## Warming-up

### Task 1

#### Key

recommending dishes	A
taking guests to the table	C
taking orders	D
receiving the bill	B

### Task 2

#### Key

hot	bitter	salty
sour	sweet	fresh

### Task 3

#### Suggested Answers

There are four major cuisines in Chinese food: Shandong cuisine, Guangdong cuisine, Sichuan cuisine and Huaiyang cuisine.

Shandong food is heavy and spicy. Guangdong food is light and fresh. Huaiyang food is well known for its cutting technique and original flavor. Sichuan food is hot and spicy.

My favorite food is Sichuan food because it is spicy and hot.



# Reading

## Background Information

### 1. Chinese Cooking

The art of Chinese cooking is not, contrary to popular belief, complicated and difficult. Most Chinese dishes do not require a complex processing and equipment in the kitchen. Simplicity is the key to Chinese cuisine as evidently shown in their various cooking methods. When you have the ingredients, seasonings and marinades (腌泡汁) ready, you can cook.

### 2. Regional Styles of Chinese Food

Chinese food can be roughly divided into northern and southern styles. In Northern China, wheat, barley, millet and soybeans are the staples. Steamed breads and noodles anchor the meal and the cooking is relatively simple in routine life. The use of vinegar and garlic tends to be quite popular. Southern China is the area of rice-growing, and the cooking style is subtle and complex. Southern foods can be classified into three styles with each having its own cooking characteristic and special taste. The three regional styles are: Sichuan and Hunan, Eastern, including Jiangsu, Zhejiang and Anhui, and Guangdong and Fujian.

## Task 1

### Objectives:

- ▶ Ss brainstorm the Chinese food culture.
- ▶ Ss brainstorm the Chinese cooking art.

**Time:** 10 minutes

### Steps:

- ▶ Get Ss to brainstorm answers in pairs or in groups of three or four.
- ▶ Walk around the class to assist if necessary. Write useful vocabulary on the board.
- ▶ When Ss have finished talking, get one or two pairs to present an oral report of their discussion results.
- ▶ The rest of the class should listen and compare answers and be prepared to discuss whether they agree or disagree with the speakers.

### Note:

- ▶ Accept any ideas as this is simply a way of getting Ss to think about the topic. When making a comment, encourage rather than dishearten. Emphasize any good point made by Ss. To encourage fluency, don't always try to interrupt.

### Suggested Answers

1. Chinese food appeals to more and more Western people because it is easy to cook and economical. It is easy to create Chinese dishes in their own kitchen and they can find all the ingredients in Chinese recipes in most food stores and supermarkets. Besides, food prepared in the Chinese manner is highly nutritious.
2. In Chinese cooking, color, aroma and flavor share equal importance in the preparation of every dish. A dish may be savory, sweet, sour, or hot. The main colors of a dish may include red, yellow, green, white and caramel (浅褐色) color. Ingredients that contribute to a mouthwatering aroma are scallions (葱), fresh ginger root, garlic, and chili peppers. Color, aroma and flavor are not the only principles to be followed in Chinese cooking; nutrition is also an important concern. The Chinese have a traditional belief in the medicinal value of food, and that food and medicine share the same origin.

## Translation

### 中餐饮食与烹饪

你知道吗? 全世界超过三分之一的人每天都吃中餐。尽管只有部分人经常吃中餐, 可是中餐烹饪仍然被认为是世界上最伟大且独具特色的饮食之一。在西方, 人们对中餐的兴趣与喜爱与日俱增。西方国家越来越多中餐馆的出现就是中餐饮食多样性与良好品质的证明。

中餐的烹饪乐趣已经征服了西方文化, 因为那些尝试过的人都知道中餐不但味美而且经济实惠。他们发现在自家厨房中烹饪中餐菜肴真的很简单, 人们可以经常享受到中餐的美妙乐趣, 而不是要招待客人时才偶尔吃一次。

中餐烹饪的艺术并不存在任何操作上的困难。中餐食谱中的所有食材，比如竹笋、莲藕、豆芽、荸荠等等，都可以在大多数食品店和超市轻松买到。

中餐烹饪的关键因素不只是色、香、味，营养也是一个重要因素。

中餐吸引着大多数人来品尝，中餐菜肴巧妙地将多种味道保留在每道菜中，甚至肉类和禽类同做一道菜也不会不妥。无论烹饪或品尝中国菜都是美妙的体验。除了会吸引我们的味蕾和眼球，中餐的营养也很丰富，它用快速简便的烹饪保留了食物中全部的维生素。

中餐烹饪的好处对于那些吃过中餐家常菜的人来说是有目共睹的，比如“咕嚕肉”，“宫保鸡丁”或者饺子，又或者一盘热气腾腾的炒面或炒饭，都会让人心满意足。简单易学又美味的中餐食谱会给你带来轻松快乐的烹饪经历。

### Task 2

- ▶ Ss know the Chinese meanings of some useful expressions.
- ▶ Ss practice the skill of guessing meanings from context.

**Time:** 5 minutes

#### Steps:

- ▶ Get Ss to scan the passage for the sentences on their own.
- ▶ Encourage Ss to guess the meanings from context instead of looking them up in a dictionary.
- ▶ Get Ss to compare their answers in pairs.
- ▶ Ask one or two Ss to read their answers in class.

#### Key

1. e    2. f    3. d    4. b  
5. g    6. h    7. c    8. a

### Task 3

**Objective:** Ss can scan a passage to find supporting details for a point of information.

**Time:** 5 minutes

#### Steps:

- ▶ Get Ss to read the passage on their own.
- ▶ Ss do this exercise alone and then compare their answers with their partner's.
- ▶ Ask one or two Ss to read their answers in class.
- ▶ Check the answers with the whole class.

#### Key

1. b f g  
2. a c e i  
3. d h

### Task 4

**Objective:** Ss can skim a passage for specific information.

**Time:** 10 minutes

#### Steps:

- ▶ Ss work individually.
- ▶ Check the answers with the whole class by getting individual Ss to correct the false statements.

#### Key

1. T    2. F    3. F    4. T



# Listening

## Task 1

**Objective:** Ss can understand the topic of each dialog.

**Time:** 5 minutes

### Script

**Dialog 1 W:** Where will the opening ceremony be held?

**M:** It'll be held in our largest banquet hall on the third floor.

**Dialog 2 W:** What do you serve in your restaurant?

**M:** We serve very nice Guangdong food.

**Dialog 3 W:** Does your bar serve Chinese cocktails?

**M:** Yes, we have a good selection of Chinese and foreign cocktails.

**Dialog 4 W:** Where can we have the buffet?

**M:** Please go to the cafeteria named Phoenix on the fifth floor.

**Dialog 5 W:** I feel very tired. Honey, I'd like a cup of black coffee.

**M:** Let's go to the café.

## Key

	At the Bar	At the Café	At the Restaurant	At the Cafeteria	At the Banquet Hall
<b>Dialog 1</b>					√
<b>Dialog 2</b>			√		
<b>Dialog 3</b>	√				
<b>Dialog 4</b>				√	
<b>Dialog 5</b>		√			

## Task 2

**Objective:** Ss can record specific information in a reservation.

**Time:** 10 minutes

### Script

**Restaurant Hostess (H):** Good morning, Garden Restaurant. May I help you?

**Mr. Green (G):** Yes, I'd like to book a table for the dinner.

**H:** Certainly. How many people?

**G:** Two, my wife and I.

**H:** OK. What time can we expect you?

**G:** Around 7:30 p.m.

**H:** Would you like a table in the hall or in a private room?

**G:** I prefer a private room.

**H:** Please wait a moment... We will have Lily Hall reserved for you. Is that OK?

**G:** Yes, my wife will love it because Lily is her name.

**H:** That's great! May I have your name and telephone number, please?

**G:** Sure. My name is Green, and my number is 66881020.

**H:** Thanks, Mr. Green. We will keep the room till 8:00 p.m. and we hope you will arrive on time since it will be the peak time.

**G:** I see.

**H:** I'd like to confirm your reservation: Lily Hall for Mr. Green at 7:30 p.m.; the telephone number is 66881020. Is that correct?

**G:** Absolutely correct. Thank you.

**H:** You are welcome, Mr. Green. We are looking forward to your coming.

## Key

### Information Card

*Guest Name: Mr. Green*

*Restaurant Name: Garden Restaurant*

*Number of People: 2*

*Arrival Time: 7:30 p.m.*

*Table Number/Private Room: Lily Hall*

*Telephone Number: 66881020*

**Task 3**

**Objective:** Ss can accurately write down the missing words in a conversation.

**Time:** 15 minutes

**Script:** The same as in Task 2

**Key**

1. expect
2. private room
3. Lily Hall
4. on time
5. peak time
6. confirm
7. Absolutely
8. looking forward to

**Task 4**

**Objective:** Ss can find specific information from listening to answer the given questions.

**Time:** 15 minutes

**Script**

**Diner (D):** I hear there are many regional cuisines in China, aren't there?

**Waiter (W):** Yes, madam. There are four major cuisines, or say, four styles. Each cuisine is distinctive and brings its own style and flavor.

**D:** What are they?

**W:** They are Shandong cuisine, Guangdong cuisine, Sichuan cuisine and Huaiyang cuisine.

**D:** Oh, what are the main differences?

**W:** Briefly speaking, Shandong food is heavy and spicy. Some dishes of the Shandong cuisine are taken as imperial dishes in the Qing Dynasty.

**D:** Wonderful! How about Guangdong food?

**W:** Well, Guangdong food is light and fresh. But the materials in Guangdong food range from snakes to cats.

**D:** My Gosh! How about Huaiyang food?

**W:** Huaiyang food is well known for its cutting technique and original flavor. It emphasizes the presentation of the dishes.

**D:** People say that Sichuan cuisine is very hot, isn't it?

**W:** Yes, most Sichuan dishes are hot and spicy, and taste different.

**D:** Really? I like hot food. So what's your recommendation for me?

**W:** I think Mapo Tofu and Yu-Shiang Shredded Pork are worth trying. Our Sichuan Restaurant is on the third floor.

**D:** Great! Thank you.

**Key**

1. Shandong cuisine, Guangdong cuisine, Sichuan cuisine and Huaiyang cuisine.
2. Guangdong food is light and fresh.
3. Shandong food is heavy and spicy.

**Task 5**

**Objective:** Ss can understand specific information and decide whether the given statements are true or false.

**Time:** 15 minutes

**Script:** The same as in Task 4

**Key**

1. T 2. T 3. T 4. F



# Speaking

## Task 1

**Objective:** Ss know how to serve Chinese food in a restaurant.

**Time:** 15 minutes

**Steps:**

- ▶ Ss read Speaking Task 1.
- ▶ Deal with questions that Ss may have.
- ▶ Summarize useful words and expressions with Ss.
- ▶ Ss choose the roles and role-play the conversation in class.

## Task 2

**Objective:** Ss make up a conversation of serving Chinese food in a restaurant.

**Time:** 15 minutes

**Steps:**

- ▶ Explain the task to Ss.
- ▶ Ss work in pairs and work out a conversation.
- ▶ Get several pairs of Ss to demonstrate their conversation to the whole class.

**Note:**

- ▶ Encourage Ss to use the given expressions and try to think of more turns in their conversations.

## Sample

**Waitress (W):** Good afternoon, gentlemen. May I take your order now?

**Mr. Fort (F):** Can you give us some suggestions? It's our first time to China. We are not familiar with Chinese food.

**W:** No problem, sir. Chinese food can be classified into four cuisines. We serve Huaiyang and Shandong cuisines in our restaurant. I'd recommend Beijing Roast Duck. It's a must if this is your first trip to China.

**F:** Yes, I heard most visitors coming to Beijing will never forget to have a try.

**W:** You are quite right, sir. Kung Pao Chicken is also our specialty today and it consists of chicken, pepper and peanuts. Would you like to have a try?

**F:** It sounds nice. We'll have it. Ah, we also want some soup. What soup do you have?

**W:** We have Cuttlefish Roe Soup, Minced Beef Soup and Three Fresh Delicacies Soup. Cuttlefish Roe Soup is very delicious and worth a try.

**F:** OK. We'll have it.

**W:** What would you like to drink? We have Moutai and Wuliangye.

**F:** We'd like a bottle of Moutai. I heard that Moutai never goes to the head.

**W:** Absolutely, sir. Let me repeat your order. You've ordered a Beijing Roast Duck, a Kung Pao Chicken, a Cuttlefish Roe Soup and a bottle of Moutai. Do you want anything else?

**F:** No more right now. Thank you.

**W:** Your dishes will come soon. Hope you'll enjoy your meal.

**Task 3**

**Objective:** Ss know the proper procedure for handling bills.

**Time:** 15 minutes

**Steps:**

- ▶ Explain the task to Ss.
- ▶ Ss read the sample conversation in Task 1 again.
- ▶ Ss work in pairs and discuss the job procedure of the waiter in a Chinese restaurant.
- ▶ Get several pairs of Ss to role-play the conversation in class.

**Sample**

**Mr. Fort (F):** Bill, please.

**Waitress (W):** One moment, sir. ... Sorry to have kept you waiting, sir. Your bill amounts to 690 *yuan*, including the service charge.

**F:** How much is the service charge?

**W:** The service charge is 15% of the total. That is 90 *yuan*.

**F:** I see. How should I pay the bill?

**W:** You may sign the bill if you are a registered guest.

**F:** No, I'm not registered. Do you accept credit card?

**W:** Yes, sure. We accept American Express, Diners Club, MasterCard and Visa Card. Which card would you like to use?

**F:** American Express.

**W:** May I take a print of your card, sir?

**F:** Here you are.

...

**W:** Sir, here is your card and the receipt.

**F:** This is for you.

**W:** Thank you, sir. I hope you've enjoyed yourselves.

**Task 4**

**Objective:** Ss can role-play the whole process of dealing with bills.

**Time:** 15 minutes

**Steps:**

- ▶ Explain the task to Ss.
- ▶ Ss work in groups and make up the conversation.
- ▶ Get several groups to role-play the situation in class.

**Sample**

**Miss Bryant (B):** Bill, please.

**Waitress (W):** Yes, miss. Please wait for a second... Here is your bill. The total is 575 *yuan*.

**B:** Can you explain the wine and drink costs for me?

**W:** No problem. You've ordered a bottle of Shaoxing wine, a glass of orange juice and three cups of jasmine tea. The beverage amounts to 165 *yuan*.

**B:** But we have canceled the orange juice.

**W:** Oh, I'm sorry. Let me get a new bill for you... Sorry to have kept you waiting, miss. I do apologize for the inconvenience caused by our mistake.

**B:** That's all right. I have a golden card of your restaurant. Is there any discount?

**W:** Of course. Since you are our VIP guest, you can sign the bill. But if you pay in cash, we can give you a 5% discount.

**B:** I will pay in cash. Here you are.

**W:** Thank you, miss. ... Here is the change and the receipt.

**B:** This is for you.

**W:** Thank you, miss. Hope you've enjoyed your meal.



# Writing

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## Task 1

### **Objectives:**

- ▶ Ss know how to take orders.
- ▶ Ss can identify the key information in the conversation.

**Time:** 15 minutes

### **Steps:**

- ▶ Ss read Writing Task 1.
- ▶ Explain the job procedure for taking orders.
- ▶ Get Ss to read out the conversation and translate it.



**Task 2****Objective:** Ss can fill out a restaurant order.**Time:** 15 minutes**Steps:**

- ▶ Explain the task to Ss.
- ▶ Get Ss to do the task on their own.
- ▶ Walk around to offer help if necessary.
- ▶ Get Ss to compare their answers with their partner's.
- ▶ Check the answers.

**Key**

**Restaurant Order**

Table Number: 18

Guests Number: 2

	<b>Type</b>	<b>Number</b>
Cold Dishes:	Deep-fried Peanuts Pickled in Vinegar	1
	<u>Crispy Celery</u>	1
Hot Dishes:	<u>Fried Sea Cucumber with Minced Chicken</u>	1
	Chef's Crispy Shrimps	1
Drinks:	<u>Tsingtao Beer</u>	1 bottle
	<u>Watermelon Juice</u>	1 glass



# Project

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This project is an integrated task that requires Ss to work together and go through the process of serving Chinese food in a restaurant. Ss should learn to do a research on Chinese food culture and the procedure for serving Chinese food. Ss are also required to make a presentation in class about their research results. Finally, Ss should role-play a complete process of serving Chinese food in a restaurant. Ss can turn to the sample conversations in the tasks in Listening, Speaking and Writing for reference.

**Steps:**

- ▶ **Grouping.** Divide the class into groups of 3 or 4 Ss with two sides in each group: one being the guests, the other being the restaurant staff. There are several ways: Ss pick up their own partners; teachers group fast learners with slow learners; Ss find their partners by drawing lots.
- ▶ **Defining project.** Go through the project with the class and clarify requirements.
- ▶ **Timing & cooperation.** Give Ss the deadline for completion and guidelines on working together. Appropriate time management and job division are likely to be serious problems at the beginning, where basic instructions from the teacher should come in. Make Ss fully aware that teamwork is the essential part of the practice. Remind them that different Ss have different work but everybody contributes to the project. They discuss first and then decide who will do what.
- ▶ **Presentation.** Ss present their research results. In this project, they need to give a presentation about the procedure for serving Chinese food. Ask them to do it after they study the whole unit.
- ▶ **Role-play.** Ss role-play the whole process of serving Chinese food in a restaurant. Ask them to follow the correct steps they have learned in this unit.

**Notes:**

- ▶ The project should be done as homework.
- ▶ Since it takes time and effort to complete a project, you can ask only two or three groups to do it each time, then demonstrate their work in class and give your feedback. In this way, Ss learn from each other.



# Self-evaluation

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**Objective:** Ss can evaluate their language skills in accordance with the Unit Objectives.

**Time:** 5 minutes

**Steps:**

- ▶ Go through the evaluation list with Ss.
- ▶ Ss tick off the list alone.
- ▶ Ss compare their work with others.
- ▶ Ask several Ss to report their self-evaluation results.
- ▶ Comment briefly.



# New Words and Expressions

## Reading

### Language Points

#### Paragraph 1

1. **original:** *adj. existing or happening first, before other people or things; completely new and different from anything that anyone has thought of before*  
e.g. The land was returned to its original owner.  
The original plan was to fly out to New York.
2. **cuisine:** *n. a style of cooking*  
e.g. This village has its own traditional dress, cuisine, folklore and handicrafts.

#### Paragraph 2

3. **culinary:** *adj. relating to cooking*  
e.g. Culinary art is the art of preparing and/or cooking foods.
4. **appeal:** *n. the quality of being attractive or interesting; v. be attractive or interesting*  
e.g. This kind of music hasn't much appeal to me.  
The range of topics will appeal to youngsters.

#### Useful Expression:

appeal to 对……有吸引力

5. **economical:** *adj. giving good value or service in relation to the amount of money, time, or effort spent*  
e.g. My new car is economical of fuel.
6. **treat:** *n. an event or item that is out of the ordinary and gives great pleasure*  
e.g. He wanted to take her to the theater as a treat.

#### Paragraph 3

7. **ingredient:** *n. any of the foods or substances that are combined to make a particular dish*  
e.g. The food is home-cooked using fresh ingredients.

#### Paragraph 4

8. **aroma:** *n. a distinctive, typically pleasant smell*  
e.g. The whole house was filled with the aroma of coffee.
9. **priority:** *n. a thing that is regarded as more important than others*  
e.g. The development of the national economy is a top priority.  
The safety of the country takes priority over any other matter.

#### Useful Expressions:

take priority over 比……居先

according to priority 依次

#### Paragraph 5

10. **retain:** *v. continue to have (something); keep possession of*  
e.g. This village still retains its old character.  
He struggled to retain control of the situation.

#### Useful Expression:

eliminate the false and retain the true 去伪存真

#### Paragraph 6

11. **sustain:** *v. strengthen or support physically or mentally*  
e.g. These four posts sustain the entire building.



# Vocabulary and Structure

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## Task 1

**Objective:** Ss know the meaning of the vocabulary for the unit.

**Time:** 5 minutes

**Steps:**

- ▶ Ss read Vocabulary and Structure Task 1.
- ▶ Allow 5 minutes for Ss to do the task.
- ▶ Check the answers.

**Key**

1. buffet    2. hostess    3. recommend    4. ingredient    5. nutrition

## Task 2

**Objective:** Ss know the Chinese and English names of famous Chinese dishes.

**Time:** 5 minutes

**Steps:**

- ▶ Ss read Vocabulary and Structure Task 2.
- ▶ Allow 5 minutes for Ss to do the task.
- ▶ Check the answers.

**Key**

- A. 龙井虾仁
- B. 鱼香肉丝
- C. 咕嚕肉
- D. 玉米鸡浓汤
- E. 宫保鸡丁
- F. 西湖醋鱼
- G. 北京烤鸭
- H. 鸡茸海参

## Task 3

**Objective:** Ss can use correct forms of English words in given situations.

**Time:** 5 minutes

**Steps:**

- ▶ Ss read Vocabulary and Structure Task 3.
- ▶ Ask Ss to do the task individually.
- ▶ Ss give answers based on their understanding of each sentence and the words given in the brackets.
- ▶ Check the answers.

**Key**

1. representatives    2. apologize    3. taking    4. recommend    5. emphasizes

**Task 4**

**Objective:** Ss can use correct expressions in given situations.

**Time:** 5 minutes

**Steps:**

- ▶ Ss read Vocabulary and Structure Task 4.
- ▶ Ask Ss to do the task individually.
- ▶ Check the answers.

**Key**

1. at least
2. consists of
3. due to
4. instead of
5. amounts to

**Task 5**

**Objective:** Ss can translate difficult sentences in the unit from English into Chinese.

**Time:** 5 minutes

**Steps:**

- ▶ Ss read Vocabulary and Structure Task 5.
- ▶ Ask Ss to do the task individually.
- ▶ Check the answers.

**Key**

1. A
2. C
3. D
4. C