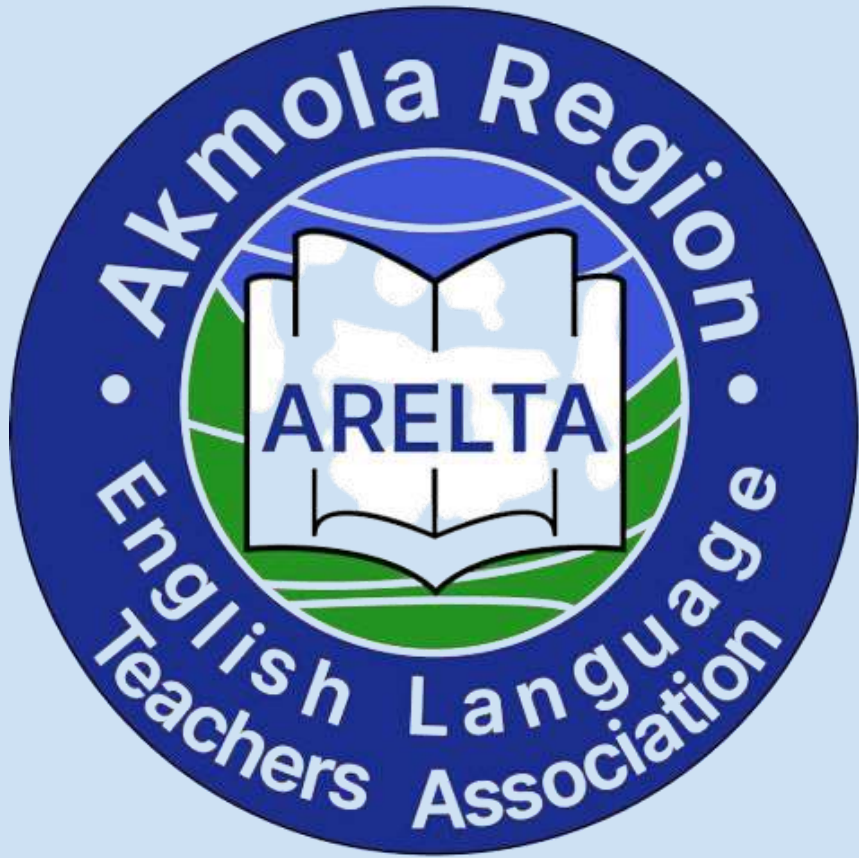




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ENGLISH LANGUAGE PROGRAMS

The World is Your Classroom

Scaffolding PUDP to
English Language Teachers



Professional English for waiters

Target audience: the 3rd 4th year students

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Construction and technology college
English teacher





Course Description

This course aims to develop professional communication skills and apply a real environment theoretical knowledge to train a properly trained waiter in order to meet the workforce needs of this profession in hotels, restaurants and banquet halls.

In this course, all the necessary information will be discussed so that you know what the job is, how to prepare for it, what you need to know and whether you have the character to do this job well. By the end of this course, you will be ready to apply even to the most elite restaurant.

This course is intended for students of 3-4 courses of our college. For their future communication, they can be useful mainly in their specialties. For example, we have students in different specialties. Perhaps these are future chefs, waiters. They will be more interested in their specialties. For example: menu, recipes, dishes.

Our students in the second and third years go to practice. They practice in different institutes and in different countries. During the practice, they can serve local and foreign guests.

The course consists of 3 modules. In the first module, we will study the names of dishes, the composition of the dish, the name of dishes and appliances. In the second module, we will transfer the duties of the waiter. An internship will take place in the third module. At the end of the course, the student learns about menu selection, dishes, serving dishes, accepting orders, service sequence, types of catering, different temperatures of dishes served, table setting, manners and personal behavior, the art of selling, handling complaints, Team spirit and coordination, cleanliness, Behavior and politeness of customers, coordination of work in the kitchen, processing of invoices and credit cards, etc.



Course Objectives

- ✓ to develop language skills
- ✓ to boost confidence in talking to customers
- ✓ to improve pronunciation and intonation
- ✓ communication skills in a professional area
- ✓ to practice speaking skills with some support



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Learning Outcomes

Upon completing this course, students will be able to:

All learners will be able to:

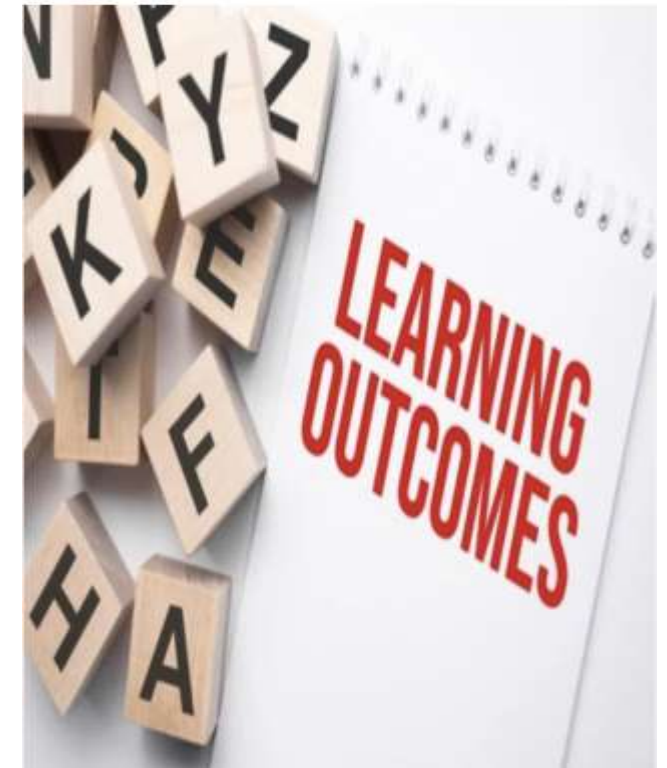
- to know the concept of a restaurant menu;
- define the purpose of menu;
- learnt and apply new vocabulary;
- identify true or false statements in relation to restaurant menu topic;
- peer access their communication skills in a professional area

Most learners will be able to:

- assess communication performances of classmates;
- practice speaking skills with some support

Some learners will be able to:

- express their ideas in pairs;
- give critical feedback to their classmates;



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Assessment Plan



Final Product:
Assessment criteria

Course content	Themes	Final assessment	Percentage
Module I	What is a Menu?	Test (Smartnation)	20%
Module II	Kitchen appliances and Equipment. Types of restaurant services.	Test (Smartnation)	20%
Module III	Practise	Speaking	20%
Final project	Course material	Presentation	40%
Total			100%



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Assessment Plan



Module I-II (20% - 30 questions in Smartnation)	
Excellent	27-30
Good	21-26
Fair	15-20
Poor	0-14

Module III. (20 %) In this module, students will be in practice. During the practice, employers will conduct a speaking session

In the final exam (40%), students must prepare a presentation of what work they have done for all modules.



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Course Outline

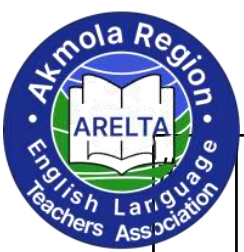
No	Module Topics	Learning Outcomes	Hours
1	What is a Menu?	to define the basic concepts that characterize the production cycles carried out in food enterprises. to explain the main types of catering enterprises. to analyze the technological process of cooking, in order to identify the risks of quality reduction at each stage of cooking.	20
2	Kitchen appliances and Equipment. Types of restaurant services.	to tell a professional culture of speech (meet and place guests at tables, take orders, transfer orders for production and buffet, serve ordered dishes and drinks to guests, count guests at the end of service) to explain the types of spices and seasonings for dishes to organize for banquet service	20
3	Practise		32
	Total:		72



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Course Schedule

	Lesson Topics	Lesson Objectives	Learning Outcomes	Lesson Content
1	Definition and purpose of menu	- to know the concept of a restaurant menu; - define the purpose of menu; - learnt and apply new vocabulary.	to explain the main types of catering enterprises	method jigsaw, true and false, Brainstorm
2	The composition of a restaurant menu and its prices	- to apply new words they learnt; - to decide whether each statements is true or false - to define the name of the products from the picture; - to discover the right words	- remember the menu; - repeat the menu; - listen to the administrator	Vocabulary challenge, Brainstorm, Give the name of the food to the letter ...
3	Introducing a menu to a restaurant customer	- to apply new words they learnt; decide whether each statements is true or false - to define the name of the products from the picture; - to discover the right words	- memorize the seasonality of dishes; - match the service time; - take into account the professional, age and national characteristics of the served contingent, religious customs and religion, etc.	Speaking cards. Select a card and answer the questions, like or dislike, answer the questions
4	Combination of dishes, menu vocabulary	- to apply new words they learnt; - to decide whether each statements is true or false - to recall the menu composition - to discover the right words	- repeat order; - remember the order; - record the order; - describe the menu; - summarize taking orders	Crossword, Vocabulary challenge Write the names,

Activity

Likes and dislikes



Tom
Susan doesn't like eggs. True False
Tom doesn't like cheese. True False
Susan likes pizza. True False
Tom likes chips. True False
Susan doesn't like chocolate. True False
Tom doesn't like fish. True False
Susan likes apples. True False
Tom likes chocolate. True False
Susan doesn't like hamburgers. True False
Tom doesn't like tomatoes. True False

Susan
Tom likes bananas. True False
Susan likes cheese. True False
Tom doesn't like strawberries. True False
Tom likes coffee. True False
Susan likes sweets. True False
Tom doesn't like milk. True False
Susan doesn't like chicken. True False
Tom likes bread. True False
Susan likes fast food. True False

Tom _____ peas.
Susan _____ eggs.
Tom _____ milk.
Susan _____ hamburgers.
Tom _____ tomatoes.
Susan _____ ice-cream.

Tom _____ chips.
Susan _____ pizza.
Tom _____ cherries.
Susan _____ chicken.
Tom _____ strawberries.
Susan _____ fish.

TALK for 1 MINUTE FOOD

1. Talk about your favorite dish and how to cook it.	2. Talk about foods you dislike the most.	3. Talk about your country's national dishes.
4. Talk about why healthy food is important.	5. Talk about your favorite café or restaurant and why you like it.	6. Talk about the most unusual food you've ever eaten.
7. Talk about what you usually eat for breakfast/lunch/dinner.	8. Talk about who are better cooks, women or men.	9. Talk about fast food.
10. Talk about table manners you know.	11. Talk about dishes you cook the best.	12. Talk about the best food for a party.
13. Talk about foods you can't live without and why.	14. Talk about GM (genetically modified) food.	15. Talk about why people become overweight.

EASTER WORD SEARCH



Activity.- Write "food & drink" that contains the letter...

A	Apple, bread...
B	
C	
D	
E	
F	
G	
H	
I	
K	
L	
M	
N	

BASKET
SPRING
FLOWER
EASTER

GRASS
CANDY
HUNT
DYE

BONNET
SUNDAY
PEEPS
LAMB





Lesson Plan Template



Unit Chapter I.	College: "Construction and technological College of Kokshetau" under the Department of education of the Akmola region	
Date: 20.01.2023	Teacher's name: <u>Kosherbayeva M.A.</u>	
Course: TM32	Number present: 13	absent: -
Theme of the Lesson:	Knowledge of restaurant menu items and their prices	
Learning objective(s) that this lesson is contributing to	describe menu items and suggestions	
Lesson objectives	All learners will be able to: ● apply new words they learnt ● decide whether each statements is true or false Most learners will be able to: ● assess performances of classmates; ● create their speech with some support; Some learners will be able to: ● express their ideas in pairs; ● give critical feedback to their classmates;	
Assessment criteria	● A learner can present ideas clearly to others; ● Provide a point of view in connected discourse; ● A learner can check answers together; ● A learner can decide whether each statements is true or false; ● Recognize general basic questions without support .	
Value links	Cooperation, respect to each other, collaborative work, responsibility, global citizenship	
Cross curricular links	Literature	
Previous learning	Sequence for presenting a menu	
Plan		



Resources and References:



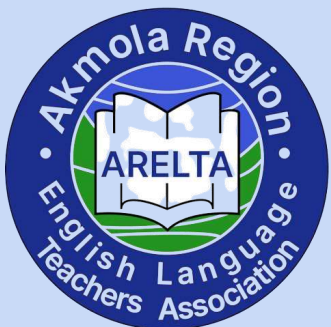
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3. <https://psda.punjab.gov.pk/system/files/144.%20WAITER.pdf>
4. <https://www.universalclass.com/i/course/foodservice/syllabus.htm>
5. https://www.tutorialspoint.com/food_and_beverage_services/food_and_beverage_services_food_garnishing.htm#
6. <https://drive.google.com/file/d/1eiS9Y5Jp6mnLgcCNEGqMymi05LbPLzMx/view>



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What you found the most useful and what you enjoyed most



- New skills in teaching and methodology ELT;
- Teaching method
- Friendly and learning atmosphere
- Interesting and engaging topics



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