

GINOP – 6.1.3-17-2018-00033 Nyíregyházi Szakképzési Centrum – Idegen nyelvi készségek fejlesztése Nyíregyházán és vonzáskörzetében

Angol C2 1 1 039 Angol nyelvi képzés KER A1 szinttől C2 szintig

Képzés nyilvántartásba vételi száma: E-001291/2015/C002

VENDÉGTÉRI SZAKTECHNIKUS

LEVEL B1

FELADATLAP

Készítette: Gajdos Zsuzsanna Miléna



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Nyíregyházi Szakképzési Centrum



SZÉCHENYI 2020

Európai Unió
Európai Szociális
Alap



MAGYARORSZÁG
KORMÁNYA

BEFEKTETÉS A JÖVŐBE

Task 1 – Match the headings with the paragraphs.

RESTAURANT EVENT IDEAS TO GET NEW CUSTOMERS

Having the same events and parties week after week can get boring for your customers and make them less excited to dine in your restaurant. Here are just a few ways to attract new customers with special evenings.

a. CELEBRITY ENCOUNTERS

b. CHARITY EVENT

c. COOKING CLASSES

d. DEAL OF THE DAY

e. SPORTS ARENA

f. VIP ONLY

1. _____

Give back to the community. You'll attract locals with the promise of supporting a good cause, and you can also get creative with appropriately-themed dinners and drinks. For example, if you're donating part of the evening's proceeds to breast cancer awareness, you can serve pink daiquiris at a discounted price.

2. _____

Go fanatical for an evening to support local teams. For one, you'll be guaranteed the business of all the players, coaches, cheerleaders and fans; you'll also have the opportunity to challenge your chefs to create fun dishes that epitomize the game at hand.

3. _____

Can you persuade a famous local citizen to tend the bar for an evening? Not only will they draw a crowd, but you can also reflect their latest movie or album with themed decorations or special menu items. It's one of many restaurant event ideas that will pay off in spades.

4. _____

If you don't already have special dishes depending on the season, now is the time to create them. For example, you might feature seafood in the spring or thick, meaty stews in the winter. It will keep your menu exciting and your ingredients fresh, and customers will have something to look forward to every month.

5. _____

Treating your most loyal customers like important persons will ensure they come back time and time again. It will also make new customers want what they have. Create a club where members get 10% off their orders. Once a month, host an event with live music and new menu items for your loyal customers to try out first.

6. _____

People love your food, but they can't eat at your restaurant every night. If you teach people how to make your dishes, while giving them a cookbook to take home, your restaurant will constantly be on their mind. Their next night out is more likely to be at your establishment.

Task 2 – Read the job advertisement and complete it with the words from the box.

candidates	chains	contracts	experience	floors	lift	members
requests	responsibility	requirements	salary	service	shifts	

EVENT COORDINATOR - Cooper's Hawk Winery & Restaurants

Founded in 2005, Cooper's Hawk Winery & Restaurants is built upon the belief that food and wine hold the power to forge lasting connections. It is one of the five fastest-growing restaurant **1.**_____ and has won over 500 awards for its wine. The wines are sourced, blended, aged, bottled and distributed exclusively through Cooper's Hawk. Ideal **2.**_____ will have experience working in high volume restaurants. We are looking for team-oriented people that are dedicated to superior service and quality.

Job details

3._____: \$15 - \$16 an hour

Job Type: Part-time; 30+ hours/week

Major areas of 4._____ **include:**

Schedule and facilitate planning and execution of Cooper's Hawk events. Communicate and execute event timelines. Possess outstanding organizational skills and attention to detail. Excellent verbal and written communication to guests, restaurant, and management team **5.**_____. Answer and process all guest **6.**_____ for special events.

7._____:

At least 18 years of age

Weekend Availability

Prefer a minimum of one (1) year Event Coordinator/Sales **8.**_____ in a restaurant

Experience in a fast-paced, high-volume restaurant environment preferred

Ability to write business correspondences and set up **9.**_____ and Banquet Event Orders

Proficient in Microsoft Office

Ability to professionally present promotional materials to prospective customers, and to effectively communicate and coordinate with staff

Loves Guest **10.** _____!

Hard-working, team player

Ability to stand and walk for up to 10 hours per day

Ability to **11.**_____ and carry up to 50 pounds

Ability to exert fast-paced mobility for periods of up to 6 hours in length

Must be able to read, write and understand English

Ability to work within these conditions: wet **12.**_____, temperature extremes, loud noise

Ability to work calmly and effectively under pressure in a fast-paced environment

Ability to work flexible **13.**_____ and schedules, inclusive of weekends and some holidays

Task 3 – Curriculum vitae

You own a restaurant and would like to interview an applicant for an event manager position. Unfortunately, there was a problem with the attached CV file and some information is missing.

CURRICULUM VITAE

PERSONAL INFORMATION

Name: Tibor ●●● (1)

Address: ●●● (2a), Lake Street, ●●● (2b), England

Mobile number: 0036/20/71343454

E-mail address: tiberhetey04@gmail.com

Sex: male Date of birth: 05/08/2001

Nationality: English

WORK EXPERIENCE

June - August 2019

Event manager assistant- ●●● (3) pub, Tunbridge Wells (England)

Responsible for: food ordering, event ●●● (4), room set-up, audio/visual equipment set-up

Sept 2020 – May 2021

Event manager, The Crown Restaurant, Oxford

Main activities: ●●● (5a) birthdays, ●●● (5b) parties, small-size meetings, conferences

EDUCATION AND TRAINING

Sept 2017-May 2019

●●● (6) manager qualification

Secondary Technical School of Commerce and Hospitality, Debrecen (Hungary)

Basic catering and culinary studies, marketing, economics, IT, English

PERSONAL SKILLS

MOTHER TONGUE

Hungarian

OTHER LANGUAGE(S)

English

Understanding Listening / Reading: B2

Speaking - Spoken interaction / production: B2

Writing – ●●● (7)

Euro language exam Level B2 - 2018

JOB-RELATED SKILLS

knowledge of food safety, effective communication, customer service, problem solving

b. Write the questions you would ask to find out the missing information. Provide the information that is missing using the words and numbers from the box below.

**5 B2 budgets graduation Hill London organise Restaurant and bar
The White Lion**

Questions

1. _____ ?
2. _____ ?
3. _____ ?
4. _____ ?
5. _____ ?
6. _____ ?
7. _____ ?

Missing information

- _____
- 2a. _____ 2b. _____
- _____
- _____
- 5a. _____ 5b. _____
- _____
- _____

Task 4 – Motivational letter

The lines of a motivational letter got mixed up. Put them in the correct order.

- a. Best regards,
- b. Dear Mr Hawk,
- c. From: Tim Hill
- d. I am writing in response to the job advertisement on the Indeed.com website for the position of event manager.
- e. I have a Restaurant manager qualification. I have six years' experience working in the hospitality sector. For the last three years, I have worked as an event manager assistant in pubs and restaurants. I have experience in organising smaller events, handling orders of food and beverages.
- f. I have attached my CV with more information about my background and qualifications.
- g. I have the ability to work under pressure and excellent problem-solving skills. I have good experience of working in a team and organising my own workload. I have good communication skills and my English language knowledge is at B2 level.
- h. I have the qualification, experience and abilities you are looking for and am interested in applying for the Event manger position.
- i. I look forward to hearing from you soon about a possible job interview.
- j. Subject: Application for Event manager position
- k. Tim Hill
- l. To: Cooper's Hawk Winery & Restaurants

Answers:

1. ____ 2. ____ 3. ____ 4. ____ 5. ____ 6. ____ 7. ____ 8. ____ 9. ____ 10. ____ 11. ____ 12. ____

Task 5 – A job interview

Read the dialogue. Make notes of all the relevant questions you might get at an interview. Use the following link to watch the job interview:

https://www.youtube.com/watch?v=ExJZAegsOis&t=42s&ab_channel=ProjectIDEA

M: Manager C: Candidate

M: Good afternoon. You must be Mr Wang.

C: Yes. Good afternoon.

M: Pleased to meet you. I'm Mrs Clark, the bank manager. Please, have a seat.

C: Thank you.

M: So, tell me a little bit about yourself, Mr Wang.

C: Well, I grew up in China and studied accounting then I worked at an accounting team before coming to the States. I work well with others and I like to challenge myself to constantly improve my skills.

M: That's great. As you know, this job is for a bank teller. What would you say are some of your strengths or skills that might help you succeed in this job?

C: My biggest strength is my attention to detail. That has helped me a lot in this line of work. Also, I work well under pressure.

M: Wonderful. And what would you say are some of your weaknesses?

C: One of my biggest weaknesses is asking for help when I need it. I'd like to do better at that.

M: I appreciate your honesty Mr Wang. What can you tell me about some of your goals over the next few years?

C: My primary goal is to gain more work experience, so a position like this would help me meet that goal. I'd also like to learn more about the different aspects of banking.

M: I think those goals are very smart. I also wanted to ask you what salary range you'd be most comfortable with.

C: I would be hoping to start somewhere between \$35,000 and \$38,000 a year which is based on my experience and education.

M: Thank you. Those are all the questions I have for you today. Do you have any questions for me?

C: Can you tell me about the working hours?

M: We'd like whoever fills the position to work nine to five each weekday. There may be some occasional overtime.

C: All right. Thank you. And when do you expect to be making your decision?

M: We'll give you a call within a week and let you know. Do you have any other questions?

C: Not at the moment, thank you.

M: Well, if you think of any more, you're always welcome to call me.

C: Thank you so much.

M: It was great to meet you. Thanks for coming in today.

C: Thank you. It was a pleasure meeting you as well.

Task: Now it's your turn. Imagine you are having an interview for the position of Event manager at a Restaurant and Banquet Centre. What would you answer to the questions?

Task 6 – Small talk

A customer is interested in having a birthday party at a restaurant. Read the telephone conversation between the manager and the customer and complete the form below.

M: Manager C: Customer

M: Good afternoon. Stella Rose Restaurant. How may I help you?

C: Good afternoon. My name's Barbara Jones and I'm calling to reserve a private room for a birthday party.

M: Certainly. When would you like to have the party?

C: I'm thinking of next Saturday, the 14th of August.

M: I see. How many people are coming?

C: We will be 30.

M: Thirty people. Our Banquet Hall is available. It seats 40 people and comes with a private terrace. There is also an audio-visual screen, a projector and a flat-screen TV behind the bar.

C: Lovely. Is parking available?

M: Yes, of course. The car park is at the back with access to the restaurant.

C: Great. I'd like to reserve the Banquet Hall for the 14th of August.

M: Certainly. When would you like to arrive?

C: Is it possible to start at 5 o'clock in the afternoon?

M: Yes, of course. May I have your phone number and e-mail address, please?

C: It's 30-341-5106 and my email address is barbarajones@gmail.com.

M: Thank you. We'll send you the details and confirm your reservation in email.

C: Thank you very much.

M: Thank you for calling. We look forward to seeing you soon. Goodbye.

C: Goodbye.

Use the information from the dialogue and fill in the reservation form.

RESERVATION FORM

Name:

Occasion:

Date of interest:

Time of arrival:

Number of people:








Type of room:








Phone number:

E-mail address:

Task 7 – Work safety

Many people suffer from food allergies. Restaurants provide information about allergens on the menu. Look at the following allergen icons and match them with their Hungarian definitions.

1. ____  GLUTEN	2. ____  CRUSTACEAN	3. ____  EGG	4. ____  FISH	5. ____  PEANUTS	6. ____  SOYA	7. ____  MILK
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8. ____  NUTS	9. ____  CELERY	10. ____  MUSTARD	11. ____  SESAME	12. ____  SULPHITE	13. ____  LUPINS	14. ____  MOLLUSCS
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- | | |
|-----------------|---------------|
| a. Csillagfürt | h. Rákfélék |
| b. Diófélék | i. Szezám-mag |
| c. Földimogyoró | j. Szója |
| d. Glutén | k. Szulfitok |
| e. Hal | l. Tej |
| f. Mustár | m. Tojás |
| g. Puhatestűek | n. Zeller |

WORD LIST – B1

1. ability	képesség
2. advertisement	hirdetés
3. air-conditioner	klímaberendezés
4. allergen icons	allergén jelölések/ikonok
5. allergy	allergia
6. applicant	jelentkező
7. application	jelentkezés
8. available	elérhető
9. average	átlagos
10. beverages	italok
11. budget	költségvetés
12. candidate	jelentkező
13. cash	készpénz
14. catering studies	vendéglátóipari tanulmányok
15. chain	hálózat, lánc
16. communication	kommunikáció
17. contract	szerződés
18. crustacean	rákfélék
19. culinary studies	szakács tanulmányok
20. curriculum vitae (CV)	önéletrajz
21. customer service	vevő szolgálat
22. customer	vevő, vásárló
23. day shift	nappali műszak
24. dessert	desszert
25. detail	részlet
26. economics	közgazdaságtan



27. education	oktatás, tanulmány
28. effective	hatékony
29. ensure	megbizonyosodik vmi felől
30. environment	környezet
31. event	esemény
32. exam	vizsga
33. full-time	teljes munkaidős
34. greet	üdvözöl
35. guest	vendég
36. hand over	átnyújt
37. hospitality sector	vendéglátás ágazat
38. immediately	azonnal
39. introduce	bemutat
40. job related	munkához kapcsolódó
41. knowledge	tudás
42. lupin	csillagfűrt
43. main activities	fő tevékenységek
44. main course	főfogás, főétel
45. menu	étlap
46. molluscs	puhatestűek
47. mother tongue	anyanyelv
48. motivated	motivált
49. night shift	éjszakai műszak
50. offer	felajánl
51. order	rendel
52. part-time	részmunkaidős
53. personal information	személyes információk
54. position	beosztás



55. prefer	előnyben részesít
56. previous	előző, korábbi
57. qualification	végzettség
58. queue	sorban áll
59. receipt	számla, blokk
60. recruit	felvesz pl. egy állásra
61. request	kérés
62. requirement	elvárás
63. responsibility	felelősség
64. safety	biztonság
65. salary	fizetés
66. schedule	beosztás
67. serve drinks	felszolgál italt
68. server	felszolgáló
69. shake hands	kezet fog
70. sign	aláír
71. skill	készség
72. solve	megold
73. spill	kiönt, kiborít
74. staff	személyzet
75. starter	előétel
76. sulphites	szulfitok
77. training	képzés
78. welcome	üdvözöl
79. well-known	ismert
80. work experience	munkatapasztalat

Expressions:

81. apply for a job	állásra jelentkezni
82. be good at	jó valamiben
83. confirm a reservation	megerősíti a foglalást
84. get the bill	megkapja a számlát
85. go for a job interview	állásinterjúra megy
86. keep the area clean	tisztán tartani a területet
87. lay the table	megterít
88. provide conversation	beszélget
89. take inventory	leltárt készít
90. Can I pay by card?	Fizethetek kártyával?
91. Here's your receipt.	Itt a blokk.
92. I'd like to reserve ...	Szeretnék lefoglalni ...
93. I'll be right back.	Azonnal visszajövök.
94. I look forward to hearing from you.	Várom válaszát.
95. It seats 40 people.	40 férőhelyes.
96. How may I help you?	Miben segíthetek?
97. How would you like to pay?	Hogyan szeretne fizetni?
98. May I recommend?	Ajánlhatom....?
99. Please find attached	Mellékelten küldöm ...
100. Take a seat.	Foglaljon helyet.

Felhasznált források

Task 1:

<https://restaurantden.com/restaurant-event-ideas/> letöltés ideje: 2021.07.20.

Task 2:

172a8125 <https://www.indeed.com/cmp/Cooper's-Hawk-Winery-&-Restaurants/about>

<https://www.indeed.com/jobs?q=Restaurant%20Event%20Manager&start=10&vjk=d7f8ebb>

[0](#)

letöltés ideje: 2021.08.03.

Task 3:

<https://europa.eu/europass/en/create-europass-cv> letöltés ideje: 2021.07.22.

Task 4:

[https://learnenglish.britishcouncil.org/skills/writing/pre-intermediate-a2/an-email-cover-](https://learnenglish.britishcouncil.org/skills/writing/pre-intermediate-a2/an-email-cover-letter)

[letter](#) letöltés ideje: 2021.07.22.

Task 5: letöltés ideje : 2021.08.07

https://www.youtube.com/watch?v=ExJZAegsOis&t=42s&ab_channel=ProjectIDEA

Task 7:

<https://www.rozsaetterem.hu/hu/menu/xmasmenu> letöltés: 2021.08.07.