ЗАВДАННЯ НА ОПРАЦЮВАННЯ

Warm-up speaking activity
Discuss in pairs:
why communication is important in restaurants;
how waiters should communicate with tourists;
what problems may happen during restaurant service.

Restaurant role-play
Situation: A tourist visits a restaurant for dinner.
Student A — waiter/waitress.
Student B — tourist.
Use:
greeting guests;
offering the menu;
taking orders;
recommending dishes;
explaining payment.

Listening and response task
Listen to a conversation between a waiter and a customer.
After listening:
identify the customer's request;
explain how the waiter responds;
repeat useful communication phrases.

Dialogue completion
Waiter: Good evening. Welcome to our restaurant.
Customer: _____
Waiter: Would you like to order now?
Customer: _____
Waiter: Can I recommend today's special?
Customer: _____

Practice the dialogue with a partner.

Group discussion
Topic: "What makes restaurant communication professional?"
Discuss:
politeness;
speed of service;
communication skills;
handling complaints;
customer satisfaction.

Restaurant problem-solving simulation
Situation: A tourist is unhappy with the food order.
Students should:
ask questions politely;
apologize;
offer solutions;
communicate professionally.

Communication task
Students work in small groups.

Task:
prepare a short restaurant conversation between:
a waiter;
a tourist.

Topic:
ordering food and solving customer requests.

Mini presentation
Prepare a short oral presentation:
“Professional communication in restaurants”.

Include:
customer service;
restaurant etiquette;
handling complaints;
communication with tourists.

ДОМАШНЄ ЗАВДАННЯ

Homework 1. Video speaking task
Record a short video:
“Serving tourists in a restaurant”.

Include:
greeting;
taking orders;
recommending dishes;
ending the conversation politely.

Time: 1–2 minutes.

Homework 2. Dialogue writing
Write a dialogue between:

a waiter/waitress;
a tourist.

Situation: The tourist orders food and asks questions about the menu.

(10–12 реплік)

Homework 3. Tourist communication task
Write polite phrases for:
прийняття замовлення;
рекомендації страв;
пояснення меню;
вибачення за затримку;
надання рахунку.

Homework 4. Reflection writing
Answer the questions:
Why is communication important in restaurant service?
How should restaurant staff react to complaints?
What communication skills are important for waiters?

(80–100 words)

Homework 5. Forum discussion
Topic: “What communication problems can happen in restaurants?”

Students should:
write 5–7 sentences;
comment on one classmate’s answer.

Homework 6. Pair speaking task
Prepare a role-play:
“At the restaurant”.

Include:
greeting;
ordering food;
asking questions about dishes;
paying the bill.

Present during the next class.