

GOOD JOB!

Beroepsgerichte mbo-methode Engels voor horecaopleidingen | B1



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uitgeverij
~deviant



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Uitgeverij Deviant ontwikkelt en produceert al haar boeken in Nederland. De boeken worden gedrukt op papier met het FSC-keurmerk.

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Verantwoording van de methode

Speciaal voor mbo-studenten die een BOL- of BBL-horecaopleiding volgen heeft Uitgeverij Deviant de methode *Good Job! Horeca* ontwikkeld. Deze nieuwe beroepsgerichte methode Engels is inhoudelijk afgestemd op de kwalificatiedossiers voor de horecaopleidingen Manager horeca, Gastheer/Gastvrouw en Kok. In de methode *Good Job! Horeca* is de belevingswereld van de gast het uitgangspunt van alle opdrachten. De voertaal in de methode is Engels op ERK-niveau B1. De methode is eveneens geschikt voor professionals die al in de horecabranche werkzaam zijn.

Customer Journey

De methode *Good Job! Horeca* is gestoeld op de 'customer journey' en belevingswereld van de gast waarin communicatie een belangrijke rol speelt. De weg die de gast aflegt van oriëntatie op tot aan beleving van het afgenomen product (of de dienst) staat in deze 'customer journey' centraal. In de methode volgt de student de verschillende beslis- en contactmomenten van de gast tijdens zijn 'customer journey'. De student leert taalvaardigheden in het Engels aan om goed in te kunnen spelen op veelvoorkomende praktijksituaties.

Opbouw van de methode

Good Job! Horeca bestaat uit een leerwerkboek en het oefen- en toetsprogramma *Good Job! Online*.

Leerwerkboek

Cases

Het leerwerkboek *Good Job! Horeca* is ingedeeld in vier Cases rondom specifieke horecathema's:

- Case 1: Café bar
- Case 2: Family restaurant
- Case 3: Beach club
- Case 4: Food hall

Parts

Elke Case is op dezelfde manier opgebouwd en bestaat steeds uit drie Parts die worden afgesloten met een Final Task. Elk Part en de Final Task is te herkennen aan een eigen kleur. In elk Part staat een specifiek onderdeel van de 'customer journey' centraal en komen onder andere de volgende onderwerpen aan bod:

Part 1: voorbereiding en gastontvangst

Part 2: consumeren en actuele gastbeleving

Part 3: evalueren en gastervaring achteraf

Part 4: Final Task

Tasks en Final Task

Elk Part bestaat uit verschillende Tasks. Elke Task bevat verwervingsopdrachten waarin studenten concreet aan de slag gaan met het aanleren van de taalvaardigheden lezen, luisteren, spreken, gesprekken voeren en schrijven.

Naast de gebruikelijke aandacht voor grammatica en woord oefeningen kenmerken deze Tasks zich door het gebruik van open vragen om de taalproductie van de student te stimuleren. Studenten kunnen door het gebruik van open vragen op hun eigen niveau de Engelse taal aanleren. De student sluit een Case af met een Final Task waarin de student aantoont dat hij de lestof begrijpt en kan toepassen.

Get Started!

Een Task begint altijd met een *Get Started!*-opdracht. Hierbij denkt de student na over zijn eigen ervaringen in de horeca als gast en over wat hij belangrijk vindt in het horecavak als beroepsbeoefenaar.

Get Grammar!







Het leerwerkboek besteedt specifieke aandacht aan grammatica die voortkomt uit de leesteksten en het audio- en videomateriaal van de diverse Tasks. De grammaticastructuur is in de leestekst gemarkeerd en makkelijk te herkennen voor de student. *Get Grammar!* licht de grammatica kort toe en geeft de student de mogelijkheid te oefenen met opdrachten die aansluiten op de beroepscontext. Met *Good Job! Online* kan de student extra oefenen met de aangeboden grammatica in het leerwerkboek.

Critical thinking

Alle Cases bevatten opdrachten waarin *critical thinking* centraal staat. In deze opdrachten wordt de student uitgedaagd om kritisch na te denken en zijn mening te vormen over typische horecavraagstukken. Te denken valt aan: 'Hoe zorg ik dat gasten graag terugkomen?', 'Wat vind ik belangrijk bij het samenstellen van het menu?' en 'Hoe zie ik mijzelf als horecamedewerker?'.

Handig navigeren in het leerwerkboek

In dit leerwerkboek worden verschillende pictogrammen gebruikt:

-  Conversation
-  Critical thinking
-  Listening
-  Reading
-  Speaking
-  Watching & listening
-  Writing

Handige links & downloads

De methode biedt aanvullend materiaal bij het leerwerkboek bestaande uit:

- twee extra Cases;
- kijk- en luisterfragmenten;
- antwoorden en voorbeelduitwerkingen;
- toetsen bij het leerwerkboek;
- woordenlijsten.

Good Job! Online

Good Job! Online is het digitale oefen- en toetsprogramma bij de methode *Good Job! Horeca* en biedt studenten woord- en grammatica-oefeningen in een beroepsgerichte context. Mocht de student extra willen oefenen met grammatica dan kan dat via *First Aid Course of English* (FACE). Voor online oefenen op onze methodesite *Studiemeter* heeft de leerling een eigen inlogcode nodig.

Examencoach Engels

Examencoach Engels biedt online, generieke examentraining voor lezen en luisteren op ERK-niveau A1, A2, B1 en B2. Deze oefen- en proefexamens kunnen ingezet worden ter ondersteuning van de taalvaardigheden lezen en luisteren binnen de methode *Good Job! Horeca*.

Spraakherkenning

De methode *Good Job! Horeca* biedt de student kosteloos toegang tot een digitaal platform van NovoLearning. De student oefent via dit platform op een interactieve manier met de Engelse taal in concrete en realistische beroepssituaties. Het digitale platform biedt de student altijd en overal de mogelijkheid om te oefenen met uitspraak, spreken en gesprekken voeren.

Meer weten?

Wilt u meer weten over de didactische achtergronden van *Good Job! Horeca*? Wilt u weten hoe u *Good Job! Horeca* in uw dagelijkse onderwijspraktijk kunt inzetten? Of wilt u voorlichting of een training? Neem dan contact met ons op via Engels@uitgeverij-deviant.nl.

Case 1: Jackson's café bar

Part 1		
1	Job descriptions	reading
2	Morning deliveries	listening, conversation, writing
3	First customer	listening
4	Kitchen prep	listening, writing
5	Customer service skills	listening, speaking
6	Tea, coffee, and ...	reading
Part 2		
7	Lunch hour	listening
8	Serving lunch	listening, speaking
9	Cleaning supplies	reading, conversation, speaking
10	Shifts	reading
11	Season menu	reading, writing
12	Reservations	listening, conversation
13	Happy hour	reading, writing, listening, conversation
Part 3		
14	Dinner	reading, conversation
15	Problem solving	reading, listening, conversation, writing
16	Last orders	listening
17	Saying goodbye	listening, conversation
18	Closing up	reading, listening
Part 4: Final Task		
19	Quality matters	reading, writing, speaking

Task 1

Job descriptions

Every venue should have an eye-catching website that shows customers what kind of place it is and gives them accurate information. In this task you will read parts from the website of a popular café bar, Jackson's. You will learn to find relevant information in a website text and practise writing some texts yourself.

GET STARTED!

1. What do you think are the most important things to include on a website for a café bar?
2. Do you check the websites of bars or cafés before you visit them? What kinds of things make these websites look good/not good in your opinion?

Reading

On the next page, you see Jackson's website.





Welcome to Jackson's, a relaxed urban café bar located in the busy city centre. Jackson's offers great food, the city's best coffee and an exciting cocktail menu. Come and chill out with friends, or take advantage of our city location for business meetings or after-work drinks with colleagues. Open 7 days a week, 10 am – midnight.

Menu

However you like your coffee, Jackson's' trained baristas will serve you the perfect cup of quality coffee. Are you longing for a light lunch or do you prefer a cocktail? Jackson's is the place to be!

We change our menu seasonally. Click [here](#) for our latest Food and Drinks menus.



Home

Meet us



Menu

Contact

Meet us



As head chef at Jackson's, I am in charge of the kitchen. I supervise the kitchen during the food preparation. Kitchen hygiene, health and safety, checking the food quality and ordering and managing stock are all my responsibility. But above all, I am passionate about food. Creating recipes and new tasty menus is the best part of my job.

Daniel

Being a cook at Jackson's is a fantastic job. Our chef designs inspiring lunch and dinner menus. I love cooking our healthy and delicious dishes. My day starts with doing the mise en place: I prep vegetables, make soups and sauces and portion out foods ready for cooking. It makes me proud when a customer says they loved the dish I made for them.



Alvita



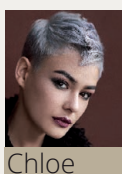
A kitchen assistant at Jackson's is part of a great kitchen team. I'm a trainee and my job is to wash the pots and pans and keep the kitchen clean. It's my responsibility to make sure there is enough clean crockery and cutlery throughout food service. I help put away new stock when it is delivered. What I like most is helping the cooks peeling and washing vegetables. My dream is to become a cook or maybe even a chef one day.

Nick

I'm a waiter at Jackson's. I, or one of my colleagues, will be the first person to greet you when you visit Jackson's. I can tell you everything about the menu, take your orders, serve your food and beverages and settle the bill with you. Do you have a question? Is something troubling you? Would you like to comment on something? Then I'm the person to call. My goal is for you to have a pleasant experience and I hope to welcome you in the near future.



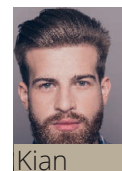
Chris



After starting as a part-time waiter at Jackson's, I got the opportunity to train as a barista. Before that, I never knew there were so many different kinds of coffee and coffee-making equipment. Personally I love a good cup of coffee in the morning, so let me help you get your day off to a good start. Espresso, latte, cappuccino, something special or just a plain black coffee? You name it, I'll make it. And wait till you see my latte art!

Chloe

Life as a bartender at Jackson's is good. A workday starts in the late afternoon for me. I serve alcoholic and non-alcoholic beverages like beer on tap, cocktails, wines and spirits. My daily tasks are greeting customers and taking orders, mixing and serving alcoholic and non-alcoholic beverages, keeping the bar clean and tidy and taking care of payments. Come in and have a beer or one of my amazing cocktails. Cheers!



Kian



Being the manager of Jackson's is an exciting job, if you have the right staff. Which is certainly the case here! I am responsible for the day-to-day running of the venue. I know how every procedure works and I step in to help whenever I'm needed. I keep track of all food, beverages and other supplies that are ordered. Finance, administration and hiring and training staff are also part of my job.

Joanna

**Interested in a job at Jackson's? We are always looking for talented new staff.
Contact us.**

Exercise 1



Which words and phrases are used in the text to describe Jackson's? Find as many as you can and write them below.

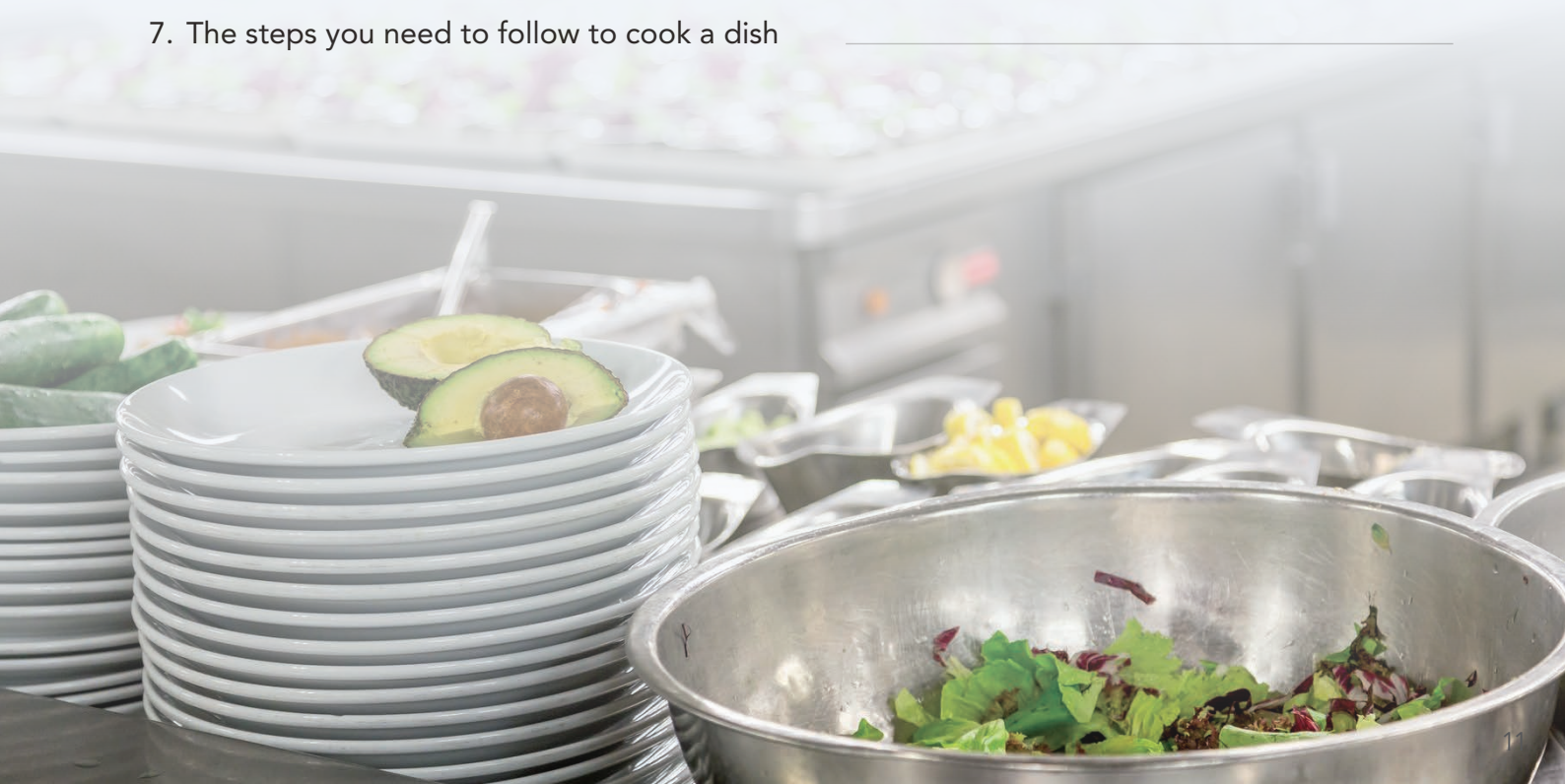
What is your opinion of Jackson's' website?

Would you like to visit Jackson's? Why (not)?

Exercise 2

Match the words to their correct descriptions. Choose from: crockery / cutlery / mise en place / peeling / portion out / recipe / stock

1. Divide food into the right amounts for cooking _____
2. Knives, forks and spoons _____
3. Plates, dishes and bowls _____
4. Pre-prepare ingredients ready for cooking _____
5. Removing the skin of a fruit or vegetable _____
6. The food and other items that the kitchen has _____
7. The steps you need to follow to cook a dish _____



GET GRAMMAR!

The sentences below are from the webpage earlier in this task.

We **change** our menu seasonally.

I **supervise** the kitchen staff with the food preparation.

What

This is the **present simple**.

Use the present simple when something happens regularly, or when something never happens, or when something always happens.

How

Use the full verb

or

Use the full verb + s (with he, she, it)

Our chef **designs** inspiring lunch and dinner menus.

More on the present simple? Go to Good Job! Online >> Grammar.

Exercise 3

Read *Get grammar!* above.

Complete the sentences with the correct verb.

Choose from: create / help / tell / walk

Use the correct form.

1. I don't have a car, so I always _____ to work.
2. We all _____ cleaning up after a day's work.
3. My boss _____ people what to do.
4. Our new chef _____ the most amazing dishes.

Exercise 4

Imagine you work at Jackson's. A customer asks you some questions.

Write down your answers in full sentences. Use the text.

1. 'What time does your café bar open on Sundays?'

2. 'Which meals do you serve?'

3. 'What kinds of coffee do you have?'

 **Exercise 5**

Think about your own job, your internship or your dream job.

Look back at the job descriptions at the beginning of this task (Jackson's website).

Write a short text about yourself for the website of the venue you work at.

Introduce yourself, say what work you do and what you enjoy most about your job.



Task 2

Morning deliveries

There is a lot to do in a café bar before the customers arrive. In this task you will hear staff arriving for their morning shifts and taking food deliveries from suppliers. You will practise communicating with colleagues and food suppliers.

GET STARTED!

1. What kinds of things do staff need to do in a café bar before customers arrive?
2. What kinds of things are delivered to a café bar regularly?

Listening

It is 8:30 am and Jackson's' head chef, Daniel Sumaili, is arriving at work. Daniel and Alvita, one of the cooks, take a delivery from their bakery supplier.

Exercise 1

Fill in these words and phrases in the sentences below. Choose from:

bakery / batch / dairy products / deliver / free of charge / fresh / offer / produce / run out of / supplier

1. Can we _____ this to our customers instead? I think it's just as tasty.
2. I have asked an employee at the _____ when there will be more white bread available.
3. I have just made a big _____ of soup – our customers are going to love it!
4. Put the cheese in the fridge with the other _____.
5. They will _____ the milk and cheese tomorrow.
6. We can't make that cake today, because we have _____ chocolate!
7. We don't have much fresh _____ left. Could you call the _____ to order some more?
8. We're giving these away _____, because they are not _____ anymore.

 **Exercise 2**

Go to Good Job! Online. Listen to Case 1 Task 2 Morning deliveries. Listen to the conversation again and write the answers to the questions below.

1. What was Alvita doing when the chef, Daniel, arrived?

2. Which deliveries are coming today? Which deliveries are coming tomorrow?

3. Which item was not available from the bakery today? Why is it not available?

4. What does Sabrina offer her customers instead? How does Daniel feel about this offer?

 **Exercise 3**

You are going to have a short conversation in English. Work in pairs. One of you is a delivery person and the other is a chef at Jackson's.

Delivery person

- Tell the chef that something they ordered isn't available (you can choose what the item is).
- React to the chef.

Chef

- React to what the delivery person says.
- You can choose how you react.

Now swap roles. Did you react in the same way as your partner, or differently?

 **Exercise 4**

You are a member of staff at a café bar. You have received a delivery. Something you ordered was not available and was replaced with an alternative.

- Write a memo to your colleagues.
- Tell them which product you haven't received today.
- Tell your colleagues what you have received instead.
- You can choose what the product was and what it was replaced with.

Memo



Task 17

Saying goodbye

In the restaurant business, the last contact with a customer is just as important as the first contact. Saying goodbye to customers, even if they are being difficult, is part of the job. In this task you will practice dealing with difficult customers and being polite and customer-friendly.

GET STARTED!

1. What would you do if you were a customer having dinner and another customer in the venue was annoying you?
2. How much alcohol is a bartender permitted to serve a customer during an evening, do you think?

Listening

The staff of Jackson's need to close up, but some customers aren't ready to leave.

Exercise 1

Match the words with the descriptions.

exhausted / keep the change / nuisance / obviously / pay up / policy / thirsty

1. being difficult or disturbing _____
2. rules or procedures _____
3. feeling a need to drink _____
4. clearly _____
5. give money _____
6. very tired _____
7. offering someone whatever money is left, tip _____



Exercise 2

Go to Good Job! Online. Listen to Case 1 Task 17 Saying goodbye. Answer the questions.

In the last part of the conversation Joanna says goodbye to customers. Write what the customers could say to Joanna.

1. Goodbye, sir, madam. I hope you had a pleasant evening with us.

2. Thank you for visiting Jackson's. Goodbye.

3. We hope you enjoyed your meal. Please visit us again soon.

Exercise 3

You are going to have a conversation. Work in pairs. One of you works at Jackson's. The other one is a customer. The customer wants to settle the bill, but they don't have enough money on them. Think of a solution together.

Customer

- Explain the situation.
- Apologise and try to find a solution.

Employee at Jackson's

- React to the customer.
- Explain at least two options to solve this problem.
- Stay professional and polite.

Swap roles. This time, a customer is being bothered by another customer. The waiter asks what the problem is and offers a solution.



Task 18

Closing up

At the end of the day the kitchen and waiting staff are tired, but some things still need to be done. In this task you will learn about working together with your colleagues to get things organised at the end of the day.

GET STARTED!

1. What kinds of things have to be done by front-of-house staff before they leave the venue for the night?
2. What kinds of things have to be done by kitchen staff before they finish their shift?

Listening

It's closing up time. All the customers are gone. Some staff members are leaving, others are still preparing the venue for the next day and doing the final jobs.

Exercise 1

Go to Good Job! Online. Listen to Case 1 Task 18 Closing up. Answer the questions.

1. What does Joanna have to do with the money?

2. What do Kian and Yin discuss?

Exercise 2

Read the checklist on the next page. Then listen to the conversation again. Mark the tasks on the checklist that are mentioned in the conversation.

Cleaning checklist: Front-of-House

Before closing down

Cleaning Tasks: dining and bar area

Clean the entry of the restaurant, sweep and mop the floor

Clean the door mats

Clean the door, door knob and wipe off any stains on the glass of the door

Clean the tables and chairs

Clean the counters

Dust the liquor shelves and organise the bottles

Empty the trash bins and replace bags

Wipe and clean the outside of the displays

Vacuum the carpets

Dust and clean all shelves

Clean the menu cards, wipe off any spills and stains

Keep the cutlery drawers organised and restock cutlery

Keep the linen drawer organised and restock fresh linen

Keep the glass and crockery organised and restock clean crockery

Cleaning Tasks: toilet area

Wash and clean the customers' toilet area

Clean and disinfect the toilets

Wipe and clean the mirrors

Empty the trash bins and replace liners

Wipe and clean the doors and door knobs

Fill the soap dispensers

Restock the washroom utilities



Exercise 3

Go to Good Job! Online. Listen again to Case 1 Task 18 Closing up.
Answer the questions.

1. Why do the staff have to wait for Samantha to come and have a drink with them?

2. Why is Yin more tired than usual?

3. What does Kian say about the day's revenue?

4. What news does Kian have about the tips?

Exercise 4

Fill in the correct words.

Choose from:

a must / celebrate / cheers / drunk / exhausted / instead of / line of work / till / tips

1. We have worked really hard and now we're _____.
2. You should know how to handle _____ customers.
3. Always make sure there is enough change in the _____.
4. We had a glass of wine to _____ the good news.
5. Congratulations! Let's _____!
6. Not all tourists give big _____.
7. Customer service is very important in our _____.
8. Always stay calm _____ getting angry.
9. Getting enough rest after your shift is _____.



Exercise 5

Travis says he hopes the tips are going to be divided in another way.

What is your opinion on how tips should be divided?

Make a presentation about this. You can look up information about this subject on the internet, using the search words 'dividing tips restaurant', or use your own experiences.

End of part 3

Task 19

Final Task: Quality matters

In this case you have learned about working in a café bar. Now you are going to put your knowledge into practice. You are going to think about ideas for improving the procedures that staff follow in their day-to-day work in a café bar.

GET STARTED!


1. Why have you decided to work in the food and beverage industry?
2. Would you like to work at Jackson's? Explain your answer.

Assignment

Joanna wants to take Jackson's' customer service to a higher level. She does her best to make the work processes as clear as possible for her staff.



Part 1: The Question

 Joanna has written a memo to all members of staff about improving specific work processes.

- a. Read the memo and answer the questions.

Memo

To all staff

Dear colleagues,

On the agenda for the coming meeting are our work processes. With your input, I'm sure we can improve the procedures we use for day-to-day tasks here at Jackson's. We could even develop some new procedures if necessary.

First the kitchen. The kitchen cleaning procedure works fine, so unless somebody has an objection, I'd like to keep it as it is. As I understood from Daniel and Sam, the procedure for ordering deliveries could use an update. Some of the big national suppliers deliver the food too late. So we often risk running out of ingredients. We have received some interesting quotes from local suppliers. I'd like to investigate these new suppliers. Furthermore, I'd like to know if we are cost efficient. Do we waste much food? Are supplies and food cheaper elsewhere? Mind you, I want Jackson's to keep up the same high level of quality. Maybe it would be more efficient to link stocktaking to the order procedure? Can our stocktaking software do that? I'm open to suggestions.

I feel we're missing something in the opening and closing procedures. At the end of the evening, staff are exhausted when they get to closing up. So that leads to the morning staff being frustrated because they have to do extra tasks. I have my own thoughts for a new procedure to solve this problem, but I'd like you all to think about it. Send me an email if you have a good idea. I'll consider all options and then make a decision.

Last but not least, menu changes. Daniel has suggested that the kitchen staff be more involved in making the new seasonal menus. I agree with him – if you develop a new menu or a new dish, you will understand more about seasonal food and how to prepare it in different ways. And you learn how to be creative and come up with dishes our customers will enjoy.

Well, that's about it for now. Please contact me if you have any questions or suggestions. I hope to hear from you soon.

Kind regards,

Joanna

- b. Make a list of the procedures Joanna has mentioned in the meeting.
Write down whether the procedure is specifically for the kitchen or the waiting staff.

Kitchen staff

Waiting staff

- c. Imagine you work at Jackson's. Which procedure(s) would you like to do? Explain why.

- d. After a few days, you send Joanna an email. You have a few ideas on how to improve procedures.

In the email on the next page, you:

- explain which improvements you would like to make;
- ask Joanna for an appointment to talk things through.

Think of a suitable subject and write that in the correct space.

Good Job! Horeca

Beroepsgerichte mbo-methode Engels voor horecaopleidingen | B1

Good Job! Horeca is de nieuwe methode Engels van Uitgeverij Deviant voor mbo-studenten die een BOL- of BBL-horecaopleiding volgen. Deze nieuwe beroepsgerichte methode Engels is inhoudelijk afgestemd op de kwalificatiedossiers voor de horecaopleidingen Manager horeca, Gastheer/Gastvrouw en Kok. De voertaal in de methode is Engels op ERK-niveau B1. De methode is eveneens geschikt voor professionals die al in de horecabranche werkzaam zijn.

Customer Journey

De methode *Good Job! Horeca* is gestoeld op de 'customer journey' en belevingswereld van de gast waarin communicatie een belangrijke rol speelt. De student leert taalvaardigheden in het Engels aan om goed in te kunnen spelen op veelvoorkomende praktijksituaties.

Opbouw van de methode

Good Job! Horeca bestaat uit een leerwerkboek, het oefen- en toetsprogramma *Good Job! Online* en een digitaal platform voor spraakherkenning.

Leerwerkboek

Het leerwerkboek is ingedeeld in vier Cases rondom specifieke horecathema's:

- Case 1: Café bar
- Case 2: Family restaurant
- Case 3: Beach club
- Case 4: Food hall

Meer weten?

Wilt u meer weten over de didactische achtergronden van *Good Job! Horeca*? Wilt u weten hoe u *Good Job! Horeca* in uw dagelijkse onderwijspraktijk kunt inzetten? Of wilt u voorlichting of een training? Neem dan contact met ons op via Engels@uitgeverij-deviant.nl.