Career Paths: Hotels and Catering is a new educational resource for hospitality professionals who want to improve their English communication skills in a work environment. Incorporating career-specific vocabulary and contexts, each unit offers step-by-step instruction that immerses students in the four key language components: reading, listening, speaking, and writing. Career Paths: Hotels and Catering addresses topics including hotel equipment, bookings, food and beverage services, security issues, and career options.

The series is organized into three levels of difficulty and offers over 400 vocabulary terms and phrases. Every unit includes a test of reading comprehension, vocabulary, and listening skills, and leads students through written and oral production.

Included Features:
- A variety of realistic reading passages
- Career-specific dialogues
- 45 reading and listening comprehension checks
- Over 400 vocabulary terms and phrases
- Guided speaking and writing exercises
- Complete glossary of terms and phrases

The Teacher’s Guide contains detailed lesson plans, a full answer key and audio scripts.

The audio CDs contain all recorded material.


Career Paths: Hotels and Catering
Student’s Book

Virginia Evans
Jenny Dooley
Veronica Garza

Express Publishing
Career Paths

Hotels & Catering

Book 1

Virginia Evans
Jenny Dooley
Veronica Garza

Express Publishing
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<td>1</td>
<td>Meet Our Staff</td>
<td>Newsletter</td>
<td>bellhop, check in, concierge, doorman, elevator operator, front desk clerk, housekeeper, maintenance worker, night auditor, teamwork, valet</td>
<td>Clarifying information</td>
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<td>2</td>
<td>Welcome!</td>
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<td>additional, address, atmosphere, baggage, car trunk, introduce yourself, luggage, take one’s bags, title, welcome</td>
<td>Making an introduction</td>
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<td>3</td>
<td>Hotel Amenities</td>
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<td>check email, fitness center, heated pool, hotel restaurant, ice machine, relax, surf the web, vending machine, WiFi internet, work out</td>
<td>Giving directions</td>
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<td>4</td>
<td>Family-Friendly Lodging</td>
<td>Webpage</td>
<td>babysit, childcare specialist, children’s menu, crib, kid-friendly, pay-per-view, picky, playroom, stroller, upon request</td>
<td>Requesting more information</td>
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<tr>
<td>5</td>
<td>Valet Service</td>
<td>Pamphlet</td>
<td>car key, convenient, park, parking attendant, parking garage, pick up, safe, uniform, valet, valet parking, valet ticket, valuable</td>
<td>Giving assurance of help</td>
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<td>6</td>
<td>The Guest Room</td>
<td>Brochure</td>
<td>coffeemaker, deluxe, desk, dining room, feel at home, hair dryer, iron, ironing board, living room, luxury suite, mini-bar, TV</td>
<td>Making comparisons</td>
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<td>7</td>
<td>Checking In</td>
<td>Training Guide</td>
<td>assign, damage deposit, double, non-smoking, registration form, reservation, reservation number, room key, single, smoking, vacancy, walk-in</td>
<td>Confirming details</td>
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<td>8</td>
<td>Meet the Restaurant Staff</td>
<td>Job Listing</td>
<td>busser, clear a table, dish, front-of-house, head waiter, host, hostess, napkin, server, shift, utensil, waitstaff</td>
<td>Describing work experience</td>
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<td>9</td>
<td>Taking a Reservation</td>
<td>Restaurant Log</td>
<td>al fresco, book, booster seat, cancellation, high chair, log, open table, opening, party room, party, table for</td>
<td>Making a reservation</td>
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<td>10</td>
<td>Breakfast Service</td>
<td>Voucher</td>
<td>à la carte, bagel, brunch, buffet, continental breakfast, coupon, eggs over easy, fried eggs, gratuity, pancakes, pastry, refill, scrambled eggs, toast, voucher</td>
<td>Asking for directions</td>
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<td>11</td>
<td>At the Bar</td>
<td>Flyer</td>
<td>bartender, beer, cocktail, domestic, happy hour, house wine, ID, imported, minor, pitcher, red wine, top shelf, well drink, white wine, wine list</td>
<td>Offering options</td>
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<tr>
<td>12</td>
<td>Meet the Kitchen Staff</td>
<td>Magazine Article</td>
<td>behind the scenes, butcher, caller, head chef, line cook, pastry chef, prep cook, sous chef, special, station, swing cook</td>
<td>Talking about time</td>
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<td>13</td>
<td>Utensils</td>
<td>Magazine Article</td>
<td>can opener, chef’s knife, cutting board, grater, knife roll, ladle, spatula, spoon, vegetable peeler, whisk</td>
<td>Asking for assistance</td>
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<td>14</td>
<td>Food Service Equipment</td>
<td>Letter</td>
<td>automatic timer, burner, deep fryer, fry basket, gas range, griddle, mixer, oven, oven rack, sheet pan, stainless steel, stockpot</td>
<td>Agreeing with an opinion</td>
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<tr>
<td>15</td>
<td>Food Preparation</td>
<td>Prep List</td>
<td>chop, cooler, dice, grate, ingredient, julienne, mince, peel, plastic wrap, shred, slice</td>
<td>Giving instructions</td>
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<td>Reservation</td>
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<td>off-season, rack rate, room preference, special offer, subject to availability, upon arrival</td>
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<td>2</td>
<td>Loyalty Programs</td>
<td>Brochure</td>
<td>complimentary, early check-in, enroll, exclusive, guaranteed, level, loyalty program, partner, repeat customer, reward, turndown service</td>
<td>Asking for details</td>
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<td>3</td>
<td>Confirming a</td>
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<td>adjacent, base rate, booking agent, confirm, confirmation number, inquiry, occupancy, respond, special request, with reference to</td>
<td>Making a correction</td>
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<td></td>
<td>Reservation</td>
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<td>“do not disturb” sign, carpet, counter, disinfect, make the bed, sheet,</td>
<td>Changing topics</td>
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<td></td>
<td>sink, stay-over, toilet, toiletry, towel, towels and trash service, trash bin, tub, vacuum, VIP</td>
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<td>4</td>
<td>Housekeeping</td>
<td>Employee manual</td>
<td>arena, exhibition, hotspot, insider, local attraction, match, multi-lingual, museum, on duty, podium, shopping district, trendy</td>
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<td>5</td>
<td>Concierge</td>
<td>Letter</td>
<td>bus schedule, bus stop, check-in counter, depart, fare, hail a cab, on-call, route, run, shuttle, taxi, tip</td>
<td>Making an appointment</td>
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<td>6</td>
<td>Airport Transfers</td>
<td>Brochure</td>
<td>arch, earthquake, elevator, evacuate, exit, fire alarm, heavy furniture,</td>
<td>Giving directions</td>
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<td></td>
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<td>intercom, loudspeaker, precaution, sprinkler</td>
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<td>7</td>
<td>Evacuation</td>
<td>Poster</td>
<td>amount due, balance, bill, copy, credit card, direct, long-distance call, personal check, record, room service, settle the account, summary of charges</td>
<td>Making a payment</td>
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<td>8</td>
<td>Checking Out</td>
<td>Hotel Bill</td>
<td>à la mode, baked, broiled, cooked to order, entrée, fry, grilled, platter, roasted, sauce, simmered, sour, spicy, steamed, sweet</td>
<td>Changing a reservation</td>
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<td>9</td>
<td>Greeting and</td>
<td>Magazine Article</td>
<td>banquet captain, banquet manager, banquet server, beverage machine, bus tray, coffeemaker, dishwasher, glassware, liquor liability laws, maître d’, micro-wave, pre-meal meeting, Queen Mary cart, sidewalk, silverware, toaster, urn</td>
<td>Making a recommendation</td>
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<td></td>
<td>Seating Guests</td>
<td></td>
<td>catch a mistake, double-checking, guesswork, medium rare, notepad, pivot point, rare, six-top, substitution, take an order, well done</td>
<td>Confiming details</td>
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<td>10</td>
<td>Explaining the Menu</td>
<td>Menu</td>
<td>cart, cutlery, delivery time, dial, fee, in-room, kitchen load, late-night, room service attendant, sign for, tray</td>
<td>Giving instructions</td>
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<td>11</td>
<td>Taking an Order</td>
<td>Magazine Article</td>
<td>beef, canned goods, dry goods, expiration date, fridge, on ice, pantry, pork, poultry, preservation, ready-to-eat, seafood, set the temperature, spoilage, walk-in freezer</td>
<td>Asking for assistance</td>
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<td>12</td>
<td>Room Service</td>
<td>Menu</td>
<td>distributor, food budget, inventory, out of, packing date, par level, quantity, reorder, running low, storeroom, vendor</td>
<td>Discussing quantities</td>
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<td>Special Functions</td>
<td>Brochure</td>
<td>anniversary, ballroom, block of rooms, cash bar, open bar, changing room, contingency plan, contract, cork fee, event coordinator, gala, group sale, outside caterer, venue, wedding, wedding party</td>
<td>Discussing possible outcomes</td>
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<td>2</td>
<td>Business Travelers</td>
<td>Newsletter</td>
<td>attendee, business center, conference room, corporate retreat, fax machine, onsite, photocopier, state-of-the-art, technical support, trouble-shoot, venue, workshop</td>
<td>Declining an offer</td>
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<td>3</td>
<td>Responding to Requests</td>
<td>Webpage</td>
<td>blanket, cot, essential, extra, first come, first served, late checkout, laundry service, luggage storage, phone charger, pickup, pillow, spare, toothbrush, wake-up call</td>
<td>Correcting an error</td>
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<td>4</td>
<td>Reservation Problems</td>
<td>Memo</td>
<td>cancellation, compensate, CRS, mix-up, no-show, oversell, partner hotel, protocol, room-move, third party, wait list</td>
<td>Making an apology</td>
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<td>5</td>
<td>Broken!</td>
<td>Online Forum</td>
<td>air conditioning, battery, bedbug, clog, cold shower, flush, foreign object, give out, maintenance, overflow, remote control, turn on</td>
<td>Estimating time</td>
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<td>6</td>
<td>Responding to Complaints</td>
<td>Employee Handbook</td>
<td>abusive language, assure, cigarette smoke, complaint, hospitality industry, inconvenience, locked out, neighbor, noisy, professional, rude, solution</td>
<td>Making a complaint</td>
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<td>7</td>
<td>Hotel Safety</td>
<td>Letter</td>
<td>dead bolt lock, escort, injury, lost and found, operator, peephole, report, safe deposit box, security door chain, security guard, suspicious activity, theft</td>
<td>Describing an event</td>
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<td>8</td>
<td>Money Matters</td>
<td>Webpage</td>
<td>break, buy back, commission, countersign, currency exchange, exchange rate, local currency, make change, serial number, traveler's check</td>
<td>Talking about money</td>
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<td>9</td>
<td>Making Suggestions</td>
<td>Restaurant Review</td>
<td>classic dish, connoisseur, cuisine, enlist, game, house special, make suggestions, recommend, signature dish, sommelier, take, wine pairing</td>
<td>Making a recommendation</td>
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<td>10</td>
<td>Problems in the Dining Room</td>
<td>Letter</td>
<td>burned, complain, enclose, exception, inedible, out-of-town, overcooked, replace, too salty, undercooked, underdone, underseasoned</td>
<td>Offering assurance</td>
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<tr>
<td>11</td>
<td>How Will You Pay?</td>
<td>Webpage</td>
<td>bill to, cashier, check, debit card, ID, identity theft, mandatory, method of payment, patronage, run the card, separate checks, split plate charge, vigilant</td>
<td>Expressing disappointment</td>
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<tr>
<td>12</td>
<td>Working Together</td>
<td>Newsletter</td>
<td>behind schedule, challenge, cooking time, coordinate, fire, in the weeds, plate, punch in, put out, quick-witted, rush, time, two-minute check</td>
<td>Giving instructions</td>
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<tr>
<td>13</td>
<td>Kitchen Safety and Sanitation</td>
<td>Poster</td>
<td>apron, burn, citation, closed-toe shoes, disposable gloves, dispose, drainboard, guidelines, hairnet, harbor germs, health code violation, hygiene, inspection, oven mitts, slip</td>
<td>Delivering bad news</td>
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<td>14</td>
<td>Writing a Résumé</td>
<td>Résumé</td>
<td>certification, clerical duties, code of conduct, native, oversee, PBX operator, PBX, proficient, switchboard, WPM</td>
<td>Expressing gratitude</td>
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<td>15</td>
<td>Job Interviews</td>
<td>Magazine Article</td>
<td>attire, call-back, follow up, interview, interviewee, interviewer, job candidate, job offer, paperwork, reference, relevant, résumé, salary, thank-you note, transcript</td>
<td>Discussing work experience</td>
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Get ready!

1 Before you read the passage, talk about these questions.

1 Where do people put their cars at a hotel?
2 What services do hotels offer to help guests with cars?

Reading

2 Read the pamphlet about a hotel’s valet service, and then mark the following statements as true (T) or false (F).

1 ___ The hotel offers valet service for free.
2 ___ The hotel advises guests to remove expensive items from their cars.
3 ___ Guests need their valet tickets in order to pick up their cars.

Vocabulary

3 Complete the sentences with words from the word bank.

**Word Bank**

uniform    park    valuables    convenient
parking attendant    valet parking

1 There are not a lot of places to _____________ a car downtown.
2 The Wilsons use the hotel’s valet service because it is more _____________ than looking for a parking space.
3 Mrs. Peters puts her jewelry and other _____________ in a drawer where nobody else can find them.
4 The _____________ took the car keys and parked the guest’s car.
5 Allen wears a _____________ to work so people will know he is an employee.
6 James uses _____________ instead of driving around for a parking space.

4 Choose the correct word or phrase in bold.

1 The parking attendant gives Mr. Wilson a _____________ / _____________ so that he can get his car back easily when he returns.
2 Gertrude uses the _____________ / _____________ to unlock her car and turn the car on.
3 James puts his car in the garage so it will be _____________ / ___________. He doesn’t want anything bad to happen to his car.
4 The hotel’s _____________ / _____________ is very large and can fit many cars inside.
5 Laura _____________ / _____________ her car, pays for the valet service, and leaves.
Listen and read the passage again. What color clothes do parking attendants wear?

Listening

Listen to a conversation between a hotel guest and a parking attendant. Then choose the correct answers.

1. What does the hotel guest want?
   A. help finding her valuables
   B. for the attendant to park her car
   C. directions to the parking garage
   D. instructions for picking up her car

2. What item does the parking attendant need from the guest?
   A. the valet ticket
   B. the parking fee
   C. the room number
   D. the car keys

Listen again, and fill in the blanks.

Hotel Guest: Excuse me, do you work here?
Parking Attendant: Yes, ma’am. I’m a ___________ ___________.
Hotel Guest: Perfect! I’d like to use the ___________ ___________.
Parking Attendant: I can help you with that. May I have your ___________ ___________?
Hotel Guest: Sure, ___________ ___________ ___________. Do you need anything else?
Parking Attendant: No, but please make sure to remove any ___________ from your car.
Hotel Guest: Of course. I have my purse and cell phone with me.
Parking Attendant: Okay, here’s your ___________ ___________. You need that in order to pick up your car.

Speaking

With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:

I need to use the valet service.
May I have your car keys?
Do you need anything else?

Student A: You are a hotel guest, and you need to use the valet service. Ask Student B questions to find out:
- what items the parking attendant needs
- what you need to do before you leave your car
- how to pick up the car

Student B: You are a parking attendant at the Royal Point Hotel. Answer Student A’s questions. Give Student A instructions for picking up his or her car.

Writing

Use the pamphlet in Task 2 and the conversation in Task 8 to complete the valet ticket. Create some personal details.
Job Interviews

Tips for a Successful Interview

Job interviews can be stressful; however, with the proper planning and preparation, you can get the job. Read these tips to help you survive the interview and get a job offer!

Get ready!
1 Before you read the passage, talk about these questions.
   1. How do people prepare for a job interview?
   2. What items do people bring to job interviews?

Reading
2 Read the article from a magazine, and then mark the following statements as true (T) or false (F).
   1. A job candidate should ask about the company during an interview.
   2. Interviewees make a good impression by dressing professionally for the interview.
   3. A call-back is a typical way for job candidates to follow up after an interview.

Vocabulary
3 Complete the sentences with words or phrases from the word bank.

Word Bank

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<th>relevant</th>
<th>followed up</th>
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<td>salary</td>
<td>interviewee</td>
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</table>

1. Mac ____________ by thanking his interviewer.
2. After the ____________, Ms. Mills wasn’t sure if Tara was right for the position.
3. Mr. Jones is paid a good ____________.
4. The ____________ arrived early and waited until the manager was ready.
5. Mr. George didn’t write his height on the application because it was not ____________.
Choose the correct words/phrases to go in the blanks.

1 transcript / résumé
   A Mary’s ____________ lists her professional background.
   B Steve requested a ____________ from his university.

2 interviewer / job candidate
   A The ____________ was impressed by Ms. Jones and offered
      her the job.
   B Mr. Cruz decides to interview the ____________.

3 attire / paperwork
   A The dress code requires professional ____________.
   B Ms. Jessup had to fill out some ____________ before she
      could begin her new job.

4 reference / call-back
   A Traci received a ____________ after the interview.
   B Jason asked Ms. Watson if he could list her as a ____________
      on his job application.

5 thank-you note / job offer
   A Bob declined the ____________ because he found a position
      at another company.
   B Paige sent Mr. Trujillo a ____________ for helping her complete
      the project.

Listen and read the article again. How should you address the interviewer?

Listen to a conversation between an interviewer and a job candidate. Then mark the following statements as true (T) or false (F).

1 ___ The man wants a job as a manager.
2 ___ The man has never worked in the hotel business before.
3 ___ The man helps train new employees at his current job.

Listen again, and fill in the blanks.

Candidate: Well, I’m currently working as an assistant hotel
   manager, but I’m looking to 1 ____________ ____________
   ____________.
Interviewer: Okay. According to your résumé, you’ve 2 ____________
   ____________ ____________ for five years, right?
Candidate: That’s correct.
Interviewer: And what would you say has been your 3 ____________
   ____________ during those five years?
Candidate: Last year I created a very successful 4 ____________
   ____________ for new hotel employees.
Interviewer: Really? That’s great.
Candidate: Yes, it’s really helped our hotel run 5 ____________.

Speaking

With a partner, act out the roles below, based on the dialogue from Task 7. Then switch roles.

USE LANGUAGE SUCH AS:

Why are you interested in working as ...?
I’m currently working as a ...
What would you say has been your greatest accomplishment?

Student A: You are an interviewer at the Royal Point Hotel. Ask
Student B questions about:
   • work experience
   • relevant job skills
   • future goals

Student B: You are a job candidate in an interview. Respond to
Student A’s questions.

Writing

You are an interviewer. Use the article and the conversation to write an article giving advice on
how to prepare for an interview (100-120 words). Make sure to talk about the following:

• Preparing before an interview
• Making a good first impression
• Common interview questions
reorder [VT-U15] To reorder something is to purchase more of it.

repeat customer [N-COUNT-U2] A repeat customer is a person who uses a business again and again.

respond [V-I-U3] To respond to something or somebody is to answer that person.

reward [N-COUNT-U2] A reward is something given in return for doing something good.

roast [VI/VT-U10] To roast something is to use the dry heat of an oven to cook food.

room preference [N-UNCOUNT-U1] A room preference is the kind of room a guest wants.

room service [N-UNCOUNT-U8] Room service involves bringing food and drinks to hotel rooms at the guest’s request.

room service attendant [N-COUNT-U12] A room service attendant is the hotel employee who brings your food and drink order to your hotel room.

route [N-COUNT-U6] A route is the specific course that vehicles take while they are driving.

run [V-I-U6] To run is to travel.

running low [V PHRASE-U15] To be running low on something is to almost be out of it.

salty [ADJ-U10] If something is salty, it tastes of salt or has a lot of salt in it.

sauce [N-COUNT-U10] A sauce is a thick liquid served with food to give it flavor.

seafood [N-UNCOUNT-U14] Seafood is food that is made from fish and other animals that live in the water.

seat [V-T-U9] To seat someone is to show him or her to a seat in a business.

seek protection [V PHRASE-U7] To seek protection is to look for a safe place.

service charge [N-COUNT-U8] A service charge is money added to the price of a bill when a service is done for someone.

set the temperature [V-PHRASE-U14] To set the temperature is to adjust how hot or cold something is.

settle the account [V PHRASE] To settle the account is to pay the total amount owed.

sheet [N-COUNT–U4] A sheet is a piece of cloth that protects mattresses.

shopping district [N-COUNT-U5] A shopping district is a part of a city where there are many places to buy different items, like clothes.

shuttle [N-COUNT-U6] A shuttle is a private vehicle, usually a van, that takes passengers to and from locations.

sidewalk [N-UNCOUNT-U13] Sidewalk is any small task done in addition to a person’s regular job duties.

sign for [V PHRASE-U12] To sign for something is to show that you have received an item or service, by writing your name on a receipt. This signature sometimes confirms that you will pay for the item or service you received.

silverware [N-UNCOUNT-U13] Silverware are sets of forks, spoons, and knives used for eating.

simmer [V-I or T-U10] To simmer something is to cook food slowly, at a temperature close to boiling.

sink [N-COUNT –U4] A sink is a bowl-shaped item that people use to wash their hands and clean items.

six-top [N-COUNT-U11] A six-top is a restaurant term that refers to the number of guests at a table. For example, a six-top is a table with six guests. A four-top is a table with four guests, etc.

sour [ADJ-U10] If something is sour, it has a sharp, acidic taste.

special offer [N-COUNT-U1] A special offer is a lower price on an item, usually for a limited time.

special request [N-COUNT–U3] A special request is the act of asking for a different or unusual thing.

spicy [ADJ-U10] If something is spicy, it tastes strong and hot. It may produce a burning sensation in the mouth.

spoilage [N-UNCOUNT-U14] Spoilage is the condition of food that is ruined and unsafe to eat.

sprinkler [N-COUNT-U7] A sprinkler is a safety device that sprays water in a building in the event of a fire.
Career Paths: Hotels and Catering is a new educational resource for hospitality professionals who want to improve their English communication skills in a work environment. Incorporating career-specific vocabulary and contexts, each unit offers step-by-step instruction that immerses students in the four key language components: reading, listening, speaking, and writing. Career Paths: Hotels and Catering addresses topics including hotel equipment, bookings, food and beverage services, security issues, and career options. The series is organized into three levels of difficulty and offers over 400 vocabulary terms and phrases. Every unit includes a test of reading comprehension, vocabulary, and listening skills, and leads students through written and oral production.

Included Features:
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