
UNIT 2 HOTELS AND RESTAURANTS

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2.0 OBJECTIVES

The hospitality industry, which encompasses hotels and restaurants, is one of the fast expanding industries the world over. India is no exception. This unit aims at:

- introducing you to the latest trends in the hospitality industry;
- familiarizing you with the etiquette observed in the hotel and restaurant culture;
- introducing you to the stock phrases used in the hotel industry for various purposes viz check-in, check-out, calling for variety of services, etc.;
- acquainting you with the vocabulary used in connection with hotels and restaurants, particularly in the context of eating out; and
- enabling you comprehend texts regarding hospitality industry – tourism, hotels and the like.

2.1 WARM UP

Activity 1

1. How frequently do you eat out?
.....
2. When one goes to a hill station or any other place away from home does one stay in a restaurant or a hotel?
.....
3. What is the difference between a hotel and a restaurant?
.....

2.2 READING: EATING VEGGIES IN AN INTERESTING WAY

Read the passage given below and answer the questions that follow:

For about six weeks each year, a Bangalore restaurant creates a menu it calls 'veggie chic'. It is an appropriate name because the special menu features vegetables – including a few totally unexotic ones – that have been given chic

makeovers. The menu, not only includes dishes like an avocado and mint gazpacho and ratatouille – stuffed grilled Portobello mushrooms, but also a carrot and fennel soufflé, cauliflower and roast garlic risotto and a beet and honey caramel-centred sponge cake.

The restaurant owner says the idea was to take vegetarian food to the next level. ‘We also wanted to show people that gourmet vegetarian food is not just about so-called ‘exotic’ ingredients, and that even the humble eggplant and pumpkin can be given a new value’. ‘The ‘veggie chic’ menu was a hit – the restaurant initially planned to run it for two weeks and had to extend it to six to meet demand.

Other Indian restaurants, especially those serving up Western cuisines, are also moving beyond the usual pasta-pizza routine and creating exciting choices on the green-dotted side of the menu.

While not eschewing meat, many other chefs across the world are letting vegetables be the stars of a meal rather than being relegated to appetizers and side dishes.



However, persuading vegetarians to pay prices that are at par with those on the non-veg side of the menu is a tricky job. “For meat eaters, it’s very easy to quote pricing relevant to the meat you are serving, but for vegetarians, one has to be creative with the use of ingredients to justify pricing. This limits your usage of products – some restaurants feel only stuff like exotic cheeses and international products like couscous and polenta can justify fine-dining prices.” Some restaurants have tried to move away from this trend by using everyday veggies like jackfruit, bael and raw papaya creatively. The surprise element is of elevating seemingly “common” produce into a gourmet experience.









Fine dining restaurants have the bandwidth to take more risks. “Mid-range restaurants tend to play it safe as their menus are larger (encompassing multi-cuisine), which therefore requires the stocking of ingredients that can be used across all cuisines. Fine-diners have smaller menus, are usually cuisine-specific and therefore, have the room to play around with ingredients.

Surprisingly, given Indian cuisine’s dependence on vegetarian dishes, it has shown the highest reluctance to innovate with vegetables, preferring to stay with the tried-and-tasted dals, a few greens like spinach and the inevitable paneer dishes. Yet, a few restaurants and hotels chains are beginning to change this.

(Adapted from The Green Evolution: The Times of India, October 20, 2012)

Glossary

| | | |
|-----------------|---|---|
| <p>Avocado</p> |  | <p>Avocado refers to the fruit (botanically a large berry that contains a single seed).</p> |
| <p>Gazpacho</p> |  | <p>It is usually a tomato-based, vegetable soup, traditionally served cold. It is widely consumed in Spanish cuisine.</p> |

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| Ratatouille |  | It is a traditional French Provençal stewed vegetable dish. |
| Portobello |  | A large mature mushroom with an open flat cap. |
| Risotto |  | Risotto is a class of Italian rice dishes cooked in broth to a creamy consistency. The broth may be meat, fish, or vegetable-based. |
| Caramel |  | Sugar or syrup heated until it turns brown, used as a flavouring or colouring for food or drink. |
| Couscous |  | A type of North African semolina in granules made from crushed durum wheat. |
| Polenta |  | Maize flour as used in Italian cookery; cornmeal. |
| Soufflé |  | A light, spongy baked dish made typically by adding egg yolks to stiffly beaten egg whites. |
| Eggplant |  | Brinjal |

Check Your Progress 1

Answer the questions given below:

1. Why do you think the menu is called ‘veggie chic’?
.....
2. Mention any three “unexotic vegetables” mentioned in the paragraph.
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3. What does the restaurant owner mean when he says “The idea was to take vegetarian food to the next level.”
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.....
.....
4. Why does the writer call eggplant and pumpkin “humble”?
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5. Why do you think the vegetarians do not like to pay as much as non-vegetarians for the food they order in restaurants?
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6. What is the difference between fine-dining restaurants and mid-range restaurant?
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.....
7. Why do you think Indian vegetarian food has shown so little innovation so far?
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.....
- 8 Find words from the text which mean the same as the following:
 - i) Stylish
 - ii) Introduced from abroad; unusual
 - iii) Good, interesting food
 - iv) Was successful
 - v) Vegetarian side of the menu
 - vi) Avoiding
 - vii) Place at an inferior position
 - viii) Raising the standard
 - ix) Introduce new ideas
 - x) Tried and tasted

2.3 VOCABULARY

Let us look at some more words which are used in the hotel and restaurant parlance.

Activity 2

1. Give one word for the following groups of words
 - i) ice cream, pudding, pie, fruit salad
 - ii) milk, wine, tea, coffee
 - iii) water melon, pomegranate, apricot, peaches
 - iv) pumpkin, gourd, ladyfingers, spinach
 - v) walnut, cashew, pistachio, fig
2. Pick the odd word out from the following groups of words:
 - i) inn, hotel, restaurant, motel
 - ii) wine, fruity, whisky, beer
 - iii) almonds, walnuts, groundnuts, grapes
 - iv) valet, waiter, bell boy, manager
 - v) lemon juice, orange squash, tomato soup, cola

3. Look at the clues and write the missing words in the spaces. The circled letters in each item should be the same. One is done for you.

i) The advantage of a meal as compared to a sit down one is that the former needs much less space.

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ii) Manju takes great interest in cooking and eating. She is a real

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iii) Whenever I feel like eating out I go to the South Indian near my house.

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iv) Hot chocolate is my favourite

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v) A hotel must provide good room.....

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vi) If you decide to have an meal, you can order dish by dish.

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vii) Bread and is my favourite breakfast.

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viii) Usually the time in hotels is 12 noon.

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4. Given below are some words. Put them in the appropriate columns:
 hotel, fast food joint, coffee bar, café, lounge, inn,
 resort, motel, restaurant, canteen, snack-bar

Place where one gets room and food

.....

Place where one gets food only

.....

5. Fill in the blanks choosing words from the given list. The first one is done for you. A word may be used more than once, if necessary.

segment, dollop, lump, hunk, bar, scoop, slice, peg, cube,

- i) A slice of bread.
- ii) Aof cheese.
- iii) Aof ice cream.
- iv) A.....of cake.
- v) Aof whisky.
- vi) Aof ice.
- vii) Aof chocolate.
- viii) Aof jam.
- ix) Aof orange.
- x) Aof butter.
- xi) Aof sugar.
- xii) Aof crooks.
- xiii) Aof experts.
- xiv) An of ants.
- xv) Aof birds.

6. Given below are some words. Write them under the headings to which they belong:

cupcakes, peas mushroom, cheese balls, spring rolls, sandwiches, chocolate fudge, apple tart, patties, hot chocolate, cheese tomato, lemonade, fruit cream, patties, caramel custard, éclairs, beer, coffee, tea, butter chicken, mutton curry, hamburger, mixed vegetables, strawberry mousse

| Desserts | Beverages | Curries | Snacks |
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2.4 GRAMMAR: MODALS

Ravi goes to a restaurant with his wife, Veenu and their daughter. Given below is conversation between Ravi and the waiter who takes orders for meals, etc.

Waiter: Good afternoon, sir. Let me take you to your table.

Ravi: Could I have a look at the menu?

Waiter: Yes sir, here it is. What would you like to have?

Ravi: While I go through the menu, may I have a fresh lime with soda and sugar to start with? The child could have a chocolate ice cream.

Waiter: Okay Sir, one fresh lime with soda and sugar and one chocolate ice cream. What can I get for you ma'am?

Veenu: An orange juice for me, please.

(The waiter leaves.)

- Ravi: I think its uncle Rajat sitting in that corner. We must ask him to join us. We ought to give him due regard. After all he is a senior member of our clan.
- Veenu: Good idea! But I'm afraid he might feel out of place. I think we should let him enjoy his privacy.
- Waiter: Here is fresh lime, orange juice and ice cream please. Are you ready with the order, sir?
- Ravi: Thanks. We'll order the food after a little while.
- Waiter: Okay, sir.

You must have noticed that the modals (**could, would, may, can, must, ought to, might, should**) have been used along with other main verbs, i.e. **have, like, get, ask, give, feel, and let**.

Modals are a special kind of auxiliary (helping) verbs and are used only with other verbs. Modals enable us to make suggestions, requests, inquiries and express wishes and intentions; they enable us to express ability, attitudes, possibilities, obligations and politeness to indicate our feelings.

Most of the modals can be used to indicate different things and different attitudes depending on the situation.

Look at different uses of some of the common modals, viz, can, could, may, might and would. Request, permission, offer and invitation:

1. **Making requests:**

- Can you do me a favour?
- Could I have a cup of tea?
- May I have a glass of water?

2. **Seeking permission:**

- Can I borrow your pen for a moment, please?
- Could I use your telephone?
- May I have a look at the file, please?

3. **Making suggestions and giving advice:**

- Could I get you some milk powder for the baby?
- These are the two dishes you might like to try.

4. **Offering to do things:**

Minu: Can I help you in baking the cake?

Anju: That is very nice of you.

5. **Indicating possibility:** When you say something may or might happen, it means that it will possibly happen but it is not certain.

- The recipe I am trying may turn out to be a hit.
- The hotel might remain closed for a week for renovation.

6. **Expressing obligation:**

A When we say that someone must do something, we think it is very important for her/him to do it.

The hotel staff must behave politely.

B We use should to say it is a good idea and it is important for something to be done and that it would be wrong not to do it.

- One should not lead a sedentary life.
- I don't think you should be so lax in your work.

Note: Should is not as strong as must.

- a) You should stop smoking. (it would be a good idea)
 - b) You must stop smoking. (it is necessary that you stop smoking)
- C. The use of ought to is to suggest a moral binding.
- a) We ought to respect our elders.
 - b) A guest ought to be treated with respect.

Check Your Progress 2

Fill in the blanks in the following sentences choosing the most appropriate word from the ones given in the brackets:

- i) I think that room service in this hotelbe more efficient. (would, need, ought to)
- ii) The hotel management keep a check on the quality of the food served. (should, might, could)
- iii) The waiters have complete knowledge of the menu. (must, should, can)
- iv)I have lemon tea with ice? (could, should, might)
- v) Youtry this recipe if you like. (may, should, ought to)
- vi)I make the payment with my credit card? (can, might, would)
- vii)you like to try our Sunday special? (would, could, should)
- viii)I take your order, please. (might, may, should)
- ix)I make a suggestion? (must, can, should)
- x)I wipe this for you? (might, must, can)
- xi) Wealways look after our guest well. (may, could, should)
- xii) The table be cleaned properly after a guest leaves. (should, must, would)

2.5 SPEAKING

Activity 3

Complete the following dialogue by supplying the missing parts. Then practice it with your friend at the study center.

Receptionist: Good morning sir, may I help you?

Guest: ¹ _____, could I have a room for two days please?

R: Yes please, we have a room. How many persons are you?

G: It's my wife, our baby and me.

R: So you need a double room, sir!

G: Yes, madam.

R: We have three types of rooms - ordinary, deluxe and super deluxe. ² _____, sir?

G: I would prefer a super deluxe, please. Could you show me the tariff chart?(R gives him the chart)

R: ³ _____

G: So the super deluxe costs Rs. 5000/- a day.

R: Yes sir, taxes and service charges are additional. Do you want me to book it for you?

G: ⁴ _____. Give me the key please and what is the room number?

R: Here is the registration form. Kindly fill it in. The bellboy will take your luggage and show you the room sir. There is a mini bar in your room. You will be billed for the items you consume from the mini bar.

G: Thank you,

R: ⁵ _____, sir.

2.8 LET US SUM UP

In this unit, we have given you exercises and activities pertaining to hotels and restaurants. The ‘vocabulary’ activities for instance will help you acquire the relevant language pertaining to the hospitality industry. Similarly, the ‘grammar’ section will give you information and practice in the use of modals, especially when you have to place orders, ask for information, etc. in restaurants and hotels. The listening and speaking sections give examples of dialogues which you could use when you visit restaurants and hotels. In short, this Unit gives you the language to communicate effectively whenever you go to a hotel or restaurant.

2.9 ANSWERS

Activity 1

1. Do it yourself.
2. Hotel
3. **Hotel:** An establishment providing accommodation, meals, and other services for travellers and tourists, by the night.

Restaurant: A place where people pay to sit and eat meals that are cooked and served on the premises.

Check Your Progress 1

1. Because it features vegetables not frequently eaten. Those which are frequently eaten are made in interesting ways.
2. Carrot, egg plant, pumpkin
3. To make vegetarian food as part of gourmet, fine-dining experience.
4. Because they are commonly used in most Indian households.
5. Because they think vegetables cost less than meat products.
6. Fine dining restaurants are generally highly priced restaurants. The waiters are usually highly trained and wear more formal attire. These restaurants have certain rules of dining which guests are usually expected to follow, and this may include a dress-code as well. The décor of such restaurants is rather stylish. These restaurants serve gourmet meals with specified dedicated meal courses. The food served is visually appealing using higher quality ingredients. The mid-level restaurants are moderately priced. The atmosphere in these restaurants is friendly and informal. The appearance is neat and clean without being stylish. The food is wholesome consisting of normal ingredients.
7. Because until about two decades ago several Indians have not been exposed to cuisines from across the globe. These days because of increasing international travel, cooking shows on television, internet sites, etc. there is greater exposure. Many specialty restaurants have opened in India. These serve Italian, French, Greek, Japanese, Thai, Mediterranean, etc. dishes. Vegetables dishes also form part of the menu.
8. i) chic, ii) exotic, iii) gourmet, iv) was a hit, v) green-dotted side, vi) eschewing, vii) relegated, viii) elevating, ix) innovate, x) commonly used

Activity 2

1. i) desserts, ii) beverages, iii) fruit, iv) vegetables, v) dry fruits
2. i) restaurant, ii) fruity, iii) grapes, iv) manager, v) tomato soup
3. i) buffet, ii) foodie, iii) restaurant, iv) beverage, v) service, vi) ala carte, vii) omlette, viii) checkout

- | | |
|--|---|
| <p>4. Place where one gets room & food hotel inn resort motel</p> | <p>Place where one gets food only fast food joint coffee bar café lounge restaurant canteen snack bar</p> |
|--|---|

5. i) A **slice** of bread.
 ii) A **hunk** of cheese.
 iii) A **scoop** of ice cream.
 iv) A **slice** of cake.
 v) A **peg** of whisky.
 vi) A **cube** of ice.
 vii) A **bar** of chocolate.
 viii) A **dollop** of jam.
 ix) A **segment** of orange.
 x) A **lump** of butter.
 xi) A **cube** of sugar.
 xii) A **bunch** of crooks.
 xiii) A **panel** of experts.
 xiv) An **army** of ants.
 xv) A **flock** of birds.

- | | | | |
|---|--|--|---|
| <p>6. <u>Desserts</u> ice cream chocolate fudge eclairs apple tart fruit cream strawberry mousse</p> | <p><u>Beverages</u> lemonade beer coffee tea hot chocolate</p> | <p><u>Curries</u> butter chicken mutton curry peas mushroom mixed vegetables cheese tomato</p> | <p><u>Snacks</u> cheese balls spring rolls sandwiches hamburger patties</p> |
|---|--|--|---|

Check Your Progress 2

- i) should, ii) ought to, iii) must, iv) could, v) may, vi) can, vii) would, viii) may, ix) can, x) can, xi) should, xii) must

2.6 LISTENING (Text for the audio)

Receptionist: Good morning. This is Hotel Regency, Delhi. May I help you sir?

Caller: Good morning. This is Sumit Kapoor of BHEL calling from Bhopal. Our M. D., Mr. Subhashis Majhi is coming to Delhi. We want to book a room for him at your hotel. He is arriving in New Delhi on 2nd January from Singapore.

Receptionist: Yes Mr. Kapoor, how long will Mr. Majhi stay?

Caller: He will be at your hotel for four days.

Receptionist: Very well sir, would he require a single or a double room, or a suite sir?

Caller: Mr. Majhi would prefer a single room please.

| | |
|---------------|--|
| Receptionist: | What time would Mr. Majhi arrive, sir? Does he need the booking from the morning or the afternoon? |
| Caller: | His flight arrives from Singapore at 8.00 a.m. and he should be at the hotel by 10. The booking may be from morning hours please. |
| Receptionist: | Well sir, we have booked a single room for Mr. Majhi from the morning of 2 nd January for four days. Would Mr. Majhi settle the bill directly or shall we send it to BHEL for its settlement as we have done in the past? Also would Mr. Majhi like to be picked up from the airport? |
| Caller: | Yes please. You may kindly arrange to send him transport at the airport. He is arriving from Singapore by flight IA 440. You may kindly send the bill to BHEL, Bhopal for its settlement. |
| Receptionist: | Sir, we have noted your instructions. Thank you Mr. Kapoor. Have a good day. |

Activity 3

- | | |
|----------------------------|-----------------------------|
| 1. Good morning | 2. What type would you like |
| 3. Here is the chart, sir. | 4. I'll take it. |
| 5. Have a good day | |

Activity 4

- | | |
|-------------------------|----------------------------|
| 1. Hotel Regency, Delhi | 2. Sumit Kapoor, Bhopal |
| 3. MD of BHEL | 4. January 2 nd |
| 5. Singapore | 6. Four days |
| 7. Single | 8. 8 O' clock |
| 9. Hotel Regency, Delhi | 10. IA 440 |
| 11. BHEL | |

Activity 5

Dear Payal,

Good to know that you are coming to Delhi. You could always stay with us but I can understand that since this is an official visit you would like to stay at a hotel. You must promise me that you'll visit us at least once.

Well, I did some research and the hotel that seemed to be suitable in all respects is Hotel Clark. It is situated in the centre of the city, quite close to your place of work. In fact, it is walking distance from your office. The rooms are fairly large and very clean. They have Wi-Fi facility which you particularly wanted. The hotel has a reputation for really good cuisine, and their Chinese food is something to die for. I know because I have sampled it myself. What's more there is a swimming pool, gym and spa if you feel like it. The room tariff is Rs 4000/ with breakfast per day, which is as per your budget. You could make your bookings on-line.

Hope all are in good cheer in your home. My hugs to them.

Much love,

Anvita