



Ευρωπαϊκή Ένωση
Ευρωπαϊκό Κοινωνικό Ταμείο



Κυπριακή Δημοκρατία



Διαρθρωτικό Ταμείο
της Ευρωπαϊκής Ένωσης στην Κύπρο

Η δράση υλοποιείται στο πλαίσιο του Έργου "Ανάπτυξη της Τεχνικής και Επαγγελματικής Εκπαίδευσης και Κατάρτισης".
Το Έργο συγχρηματοδοτείται από το Ευρωπαϊκό Κοινωνικό Ταμείο της Ε.Ε. και την Κυπριακή Δημοκρατία.



ΜΕΤΕΚ
ΜΕΤΑΠΡΟΣΒΛΗΤΙΚΟΤΗΤΑ

Δημόσια Σχολή Ανώτερης Επαγγελματικής Εκπαίδευσης και Κατάρτισης
ΔΙΕΥΘΥΝΣΗ ΜΕΣΗΣ ΤΕΧΝΙΚΗΣ ΚΑΙ ΕΠΑΓΓΕΛΜΑΤΙΚΗΣ ΕΚΠΑΙΔΕΥΣΗΣ ΚΑΙ ΚΑΤΑΡΤΙΣΗΣ
ΥΠΟΥΡΓΕΙΟ ΠΑΙΔΕΙΑΣ, ΠΟΛΙΤΙΣΜΟΥ, ΑΘΛΗΤΙΣΜΟΥ ΚΑΙ ΝΕΟΛΑΙΑΣ

Course Title	ENGLISH FOR THE FOODSERVICE INDUSTRY I				
Course Code	REST0102				
Course Type	Compulsory, Theoretical				
Level	Level 5 of the National Qualifications Framework				
Year / Semester	1 st Year / 1 st or 2 nd Semester				
Teacher's Name	Dr Svitiana Karpava				
ECTS	3	Lectures/week	2	Workshops per Week	
Course Purpose and Objectives	This course, in foodservice professional English language, introduces students to the essential English vocabulary and grammar in order to enable them to understand the work of a restaurant, make restaurant reservations and welcome guests. Therefore, students will learn how to take orders and deal with bills, being able to explain the various menu items and suggest menu items for guests.				
Learning Outcomes	<p>Upon successful completion of the course, students will be able to:</p> <ul style="list-style-type: none"> • Understand the work of a restaurant • Know how to make restaurant reservations • Understand how to welcome guests, explain the menu, take orders and deal with bills in a restaurant • Interact and communicate with guests using professional English. 				
Prerequisites	None	Required	None		
Course Content	<p>Greeting and introducing oneself in a restaurant context</p> <ul style="list-style-type: none"> • Asking for customers' names • Exchange of personal information • Description of a restaurant, its kitchen and its cuisine • Writing a job application for work in a restaurant. <p>Dealing with customers' enquiries</p> <ul style="list-style-type: none"> • Giving accurate information about and directions to a restaurant <p>Accepting restaurant reservations</p> <p>Welcoming guests</p>				

	<p>Presentation of menus in line with agreed service standards</p> <ul style="list-style-type: none"> • Recommendation of dishes in line with agreed service standards • Describing desserts to customers • Explaining how to calculate and explain a bill to a customer • Dealing with complaints • Writing a letter of apology. <p>Describing a range of drinks</p> <ul style="list-style-type: none"> • Taking drinks orders • Explaining the recipes of a range of cocktails • Explaining how to make a range of cocktails • Explaining how to plan menus • Describing a range of dishes.
Teaching Methodology	Teaching staff selects one or more of (but is not limited to) the following teaching methods, in order to achieve the learning outcomes of the course: lectures, workshops, practical exercise, demonstration, discussion, group exercises and homework, case studies, educational visits, flip learning method, coaching-mentoring, project-based learning method, work-based learning method, presentations by visitors etc.
Bibliography	<p>Thomas, M. J. English for Hospitality and Foodservice. Pearson; ISBN-10: 0130484075.</p> <p>Tanji, H. Professional Spoken English for Hotel & Restaurant Workers. CreateSpace Independent Publishing Platform; ISBN-10: 1500769924</p>
Assessment	<p>Participation / Attendance 10%</p> <p>Essays/Assignments (Group or Individual) 0% - 50%</p> <p>Mid-Term Written Exam 0% - 30%</p> <p>Final Written Exam 0% - 40%</p>
Language	English