## План-конспект урока английского языка по теме: «Waiter’s working day»

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**Основной метод**

Технология коммуникативного обучения

**Тип урока**

## Изучение нового материала по теме: «Waiter’s working day»

**Цель урока**

## Способствовать развитию коммуникативных и лексико-грамматических навыков по теме: «Waiter’s working day»

**Задачи:**

*Обучающие*

* культуре общения,
* умению понимать английскую речь.

*Воспитательные*

* воспитание уважения к сокбеседнику,
* умению работать в команде.

*Развивающие*

* развитие логического мышления, воображения, памяти,
* формирование мотивации к изучению английского языка.

*Образовательные*

* тренировка в аудировании, говорении (диалогическая и монологическая речь),
* активизация употребления страноведческой лексики в устной и письменной речи,
* практика в оформлении группового проекта с использованием компьютерных технологий.

**Средства обучения и оборудования**

* компьютер
* мультимедийный проектор
* аудиозапись

**Раздаточный материал**

1. листы с заданиями в формате А4

**ХОД УРОКА**

**I. Организационный момент и приветствие**

Good morning, students. I am glad to see you again. I hope you are fine. The topic of our lesson is **«** **Waiter’s working day »**

**II. Речевая разминка**

1. What does a day as Waiters and Waitresses looks like?

2.What do they do every day?

3.Things they do on a weekly or monthly basis

4.How many hours do they work?

 Студенты отвечают на поставленные вопросы по теме**: «Waiter’s working day»**

**III. Активизация лексики по теме урока. Изучение тематической презентации**

**Vocabulary:**

**Read these words:**

food-serving and drinking establishments – предприятия общественного питания и питья

customer service – обслуживание клиентов

order – заказ

delivering food – доставка еды

beverage- напиток

requirement – требование, потребность

perseverance – упорство

bill - счет

shift – посменно

silverware – столовое серебро

consumption - потребление

**Task 1. Write a sentence using new words.**

**Everyone should write a sentence using new words. Then we’ll read it and translate.**

Студенты составляют по одному предложению с новыми словами. Затем один студент читает свое предложение, другой его переводит.

**IV. Look at the screen. You can see the presentation.**

Работа с презентацией по теме.

## V. Task 1. Read and translate this text

**Waiter/Waitress job description**

A Waiter/Waitress is a professional who works in restaurants, bars, hotels and other food-serving and drinking establishments. They ensure guests have an excellent dining experience by providing stellar customer service. They greet guests, take meal orders and ensure smooth communication between the dining area and kitchen.

**Waiter/Waitress responsibilities include:**

* Providing excellent wait service to ensure satisfaction
* Taking customer orders and delivering food and beverages
* Making menu recommendations, answering questions and sharing additional information with restaurant patrons

The right Waiter/Waitress uplifts the dining experience for customers. We are looking for someone who will have the patience, personality and perseverance to thrive in this role.

Waiter/Waitress responsibilities include greeting and serving customers, providing detailed information on menus, multi-tasking various front-of-the-house duties and collecting the bill. If you are able to perform well in fast-paced environments, we’d like to meet you. To be a successful Waiter or Waitress, you should be polite with our customers and make sure they enjoy their meals. You should also be a [team player](https://resources.workable.com/team-player-interview-questions) and be able to effectively communicate with our [Kitchen Staff](https://resources.workable.com/cook-job-description) to make sure orders are accurate and delivered promptly.

Keep in mind that Waiter/Waitress duties may require working in shifts and/or occasionally during weekends and holidays.

Ultimately, it is the duty of our Waiters/Waitresses to provide an excellent overall dining experience for our guests.

**Responsibilities**

* Greet and escort customers to their tables
* Present menu and provide detailed information when asked (e.g. about portions, ingredients or potential food allergies)
* Prepare tables by setting up linens, silverware and glasses
* Inform customers about the day’s specials
* Offer menu recommendations upon request
* Up-sell additional products when appropriate
* Take accurate food and drinks orders, using a POS ordering software, order  slips or by memorization
* Check customers’ IDs to ensure they meet minimum age requirements for consumption of alcoholic beverages
* Communicate order details to the Kitchen Staff
* Serve food and drink orders
* Check dishes and kitchenware for cleanliness and presentation and report any problems
* Arrange table settings and maintain a tidy dining area
* Deliver checks and collect bill payments
* Carry dirty plates, glasses and silverware to kitchen for cleaning
* Meet with restaurant staff to review daily specials, changes on the menu and service specifications for reservations (e.g. parties)
* Follow all relevant health department regulations
* Provide excellent customer service to guests

**Requirements and skills**

* Proven work experience as a Waiter or Waitress
* Hands-on experience with cash register and ordering information system (e.g. Revel POS or Toast POS)
* Basic math skills
* Attentiveness and patience for customers
* Excellent presentation skills
* Strong organizational and multitasking skills, with the ability to perform well in a fast-paced environment
* Active listening and effective communication skills
* Team spirit
* Flexibility to work in shifts
* High school diploma; food safety training is a plus

**What does a Waiter/Waitress do?**

A Waiter/Waitress ensures a great dining experience for guests through attentiveness and excellent customer service. They provide detailed menu information and multi-task with various front-of-the-house duties, including collecting payment.

**What are the duties and responsibilities of a Waiter/Waitress?**

The duties and responsibilities of a Waiter/Waitress include welcoming and seating guests, taking guest orders, communicating them effectively to the kitchen and in addition, memorizing the menu and offering recommendations to upsell appetizers, desserts, or drinks.

**What makes a good Waiter/Waitress?**

A good Waiter/Waitress will have a friendly and patient personality. They must make quick decisions and have great interpersonal skills. Attention to detail and excellent multitasking skills are important.

**Who does a Waiter/Waitress work with?**

Waiters/Waitresses frequently work with other servers and maintain positive interactions with guests daily. They can report to a Shift Leader or various levels of management depending on the dining outlet.

**Task 3. Translate these sentences:**

1. Официант может работать посменно.

2. В обязанности официанта входит принимать заказы, приносить заказ и выписывать счет.

3.Официант должен быть вежливым и терпеливым.

4. Официант должен информировать посетителей о предложения дня.

5. Одежда официанта должна быть чистой и поглаженной.

**VI. Преподаватель подводит итоги урока, оценивает работу учащихся, выставляет оценки и задает домашнее задание.**

Your homework is to make а make a presentation about any restaurant.

Thank you for your work. Have a nice day. Good bye.