

## “THE BURGUNDY LOAF”

### Part One: Speaking

- When you go to a restaurant, what do you expect
  - from the waiter?      -- from the manager / owner?      -- from the service in general?
- Think of the five most important things you expect from a restaurant.

### Part Two: Video

Look at these phrases from a scene in a restaurant. Are they something that a **customer** would say or an **employee** of the restaurant would say? Mark each one with a **C** for customer or **E** for employee.

“It’s the ultimate dining experience.”

“I trust everything is according to your satisfaction.”      “Yeah, it’s incredible.”

“Do ‘Madame’ and ‘Monsieur’ require anything else?”

“Is there a problem?”      “Where are the restrooms?”

“Everything is taken care of.”      “Enjoy your meal.”

“The sea bass is excellent.”      “This cream sauce is so light.”

“How’s the duck?”      “You folks have a good evening.”

Watch the video and check your answers above.

Did they do what the things you expected in Part One?  
Did they do anything unexpected?

**Part Three: Discussion** - Answer the questions in pairs.

Do you think the atmosphere is important in restaurants?

Do you prefer restaurants that are very fancy or more simple and comfortable?

Have you ever complained about the food or service in a restaurant?

What would be “the ultimate dining experience” for you?

What’s the strangest thing that has ever happened to you in a restaurant?

*Strictly 4 my T.E.A.C.H.E.R.Z. (<http://strictly4myteacherz.wordpress.com>)*