

GBS Day19+20+21

Fill in the blanks.

Answer Key: 1. available 2. bellboy 3. itinerary 4. shortly 5. complaint

➤ Listen and fill in the blanks.

Answer key:

Jiro Nagase: Have you ever tried the local cuisine, Mr. Coulter?

Simon Coulter: Please, call me Simon.

JN: And I'm Jiro, of course.

SC: Yes, I have. I like Japanese cuisine very much, Jiro. And this looks a really nice place.

JN: I hope you like it, Simon. We come here quite often with visitors. This is one of those restaurants where we dine on 'kaiseki', which is traditional Japanese multi-course haute cuisine*.

SC: I have tried *sushi* and *tempura* in London, but I've never tried *kaiseki* before.

JN: One *kaiseki* dinner may consist of anywhere from 6 to 15 different kinds of food, including an appetizer, *sushi*, *sashimi* (slices of raw fish), simmered vegetables served with meat, fish or tofu, a soup, a grilled fish, a steamed course, and a seasonal dessert, in addition to other dishes at the discretion of the chef.

SC: Wow! In Western culture, a meal consists of a light first course or two, followed by a main course, then smaller following courses. The most basic format is soup or appetizer, main course, then a dessert. The main course itself is centered around the protein part, whether it's fish and/or meat, and the vegetables and starch are the side dishes.

JN: Well, let's see the menu here. Let me know if you need any help with the menu, Simon.

➤ Correct mistakes, if any.

Answer key:

1. **Can we have (or see)** the menu, please?
2. I'm afraid I don't eat **pork**. (Cf. meat from a cow is **beef**, from a young cow is **veal**, from a deer is **venison**)
3. I think I'll **have** the venison.

Answer key:

● Some don'ts :

Do not be late.

Do not place any bags, purses, sunglasses, cell phones, or briefcases on the table.

Do not speak with your mouth full.

Do not talk about religion, politics and other controversial topics.

Do not burp.

Do not slurp food.

Do not eat noisily.

Do not make noise with cutlery.

Do not apply condiments or seasoning before the food is tasted, which is viewed as an insult to the host

Do not reach across the table for an item - politely ask the person next to you to pass, by saying "Could you pass me the salt, please?" Salt and pepper are married. When someone asks for salt, pass both the salt and pepper. This small gesture indicates you are familiar with the rules of the table, as well as extending a courtesy to fellow guests.

Do not use toothpicks.

Answer key:

● Some do's :

Do turn off your cell phone or beeper before sitting down.

Do wait until invited to be seated, or after host sits down. In some cultures, a blessing will be said. Even if you

don't follow the beliefs of the prayer, show respect and be silent.

Do take your napkin after the host unfolds his/her napkin. Your napkin should not be opened in mid-air.

Do keep your elbows off the table.

Do say "please" and "thank you", people do notice.

Do use your utensils from the outside in (begin from the outside and work your way in)

Do gently stir your soup to cool it instead of blowing on it. When eating soup, do think of making a circle: Spoon away from you, bring around to your mouth and back to the bowl. Soup is taken from the side of the soup spoon - it is not inserted into your mouth.

Do hold your fork with the left hand and your knife with the right

Do use your utensils for eating, not gesturing

Once you begin eating, your silverware never again touches the table – do place it on your plate when resting.

Do cut your meat one piece at a time; avoid dicing it into bite-sized pieces all at once

Do hold all wine, red, white and sparkling, by the stem of the glass, if you are drinking from a stemmed glass.

Do try to pace yourself to finish at the same time as everyone else

➤ Business Etiquette Quiz

A) Your drink is placed on the left side, above your fork(s) and your bread is placed on the right side, above your knives.

B) Your bread is placed on the left side, above your fork(s) and your drink is placed on the right side, above your knives.

C) Your bread is placed on the right side, above your drink.

D) Your drink is placed on the left side, above your bread.

A) You leave your napkin to the left of the plate on the table.

B) You leave your napkin to the right of the plate on the table.

C) You leave your napkin on the seat of your chair.

D) You take your napkin with you.

A) You should cover your mouth with your right hand.

B) You should cough or sneeze into your napkin.

C) You should turn your head and cough or sneeze.

D) You should direct your cough or sneeze into your left shoulder, shielded by your left hand with your handkerchief.

4. True or False?

When you sit at the dinner table, you should always enter your seat from the right and always exit from the left.

Answer key: False

5. True or False?

There are sometimes things at the table that must be passed around (rolls, butter, salad dressing, etc.). These items are all passed from left to right, in a counter-clock flow.

Answer key: True

6. If food must be removed from the mouth for some reason,

A) you should spit it into your napkin.

B) you should remove it by hand

C) it should come out the same way it went in.

D) you should use your fork.

7. True or False?

You use your bread knife to cut bread rolls.

Answer key: False.

You use your bread knife to butter bread rolls but not to cut them. Do not butter an entire bread roll. Tear off a mouthful at a time with your hands and butter only one bite at a time.

8. True or False?

The waiter will serve the food from your left side and remove dishes from your right side.

Answer key: True

9. True or False?

The waiter will pour out the wine standing over the right shoulder of each person and will usually serve clockwise around the table.

Answer key: True

10. What would you do if you dropped something on the floor (napkin, fork, etc.)?

A) You pick it up yourself.

B) Ask the waiter to pick it up.

C) Ask the nearest neighbor to pick it up.

D) Ask the waiter to replace it.

Listening 1

In business, seating arrangements can be a subtle, but powerful way to either encourage good relations or create negative unspoken communication. When you step into the international arena, if you are ignorant about the proper protocol of seating in business, you can do irreversible damage. Stay sharp and polish your business etiquette by adding these seating etiquette tips to your business toolbox:

1. As in all business etiquette, proper seating is executed according to hierarchal rank rather than gender. Gender does not play a role in determining a seat of honor while rank does.
2. The host sits at the head of the table with the guest of honor (or most important guest) to his or her right. The second most important guests sits to the left of the host. The third highest is to the right of the highest guest ... and so forth.
3. Extend the best seat to the guest of honor (your client or the most important guest).
4. Seat yourself with your back facing the door or the main part of the room.
5. Sit erect and avoid sliding down in the chair.

Business Toasts

If a toast is to be offered at a meal, the first usually comes at the very beginning. Traditionally, the first toast is offered by the host as a welcome to visitors. If the host offers a toast, lift your glass. It is not necessary to "clink" someone else's glass. At the dinner table, the toaster may remain seated if the group is fairly small and informal. A table of a dozen or more usually requires the toaster to stand so that he gains the crowd's attention; banging on a glass with a knife should be considered a measure of last resort. The guests respond to the toast by taking a sip of their drinks – but never emptying the glass.

When toasted, the "toastee" does not stand, nor does he/she raise his/her own glass to drink to him/herself. All the recipient need do is sit and smile appreciatively. Once the toast is finished, he/she simply acknowledges the toast with a "thank you." He/she may then stand and raise his/her own glass to propose a toast to the host or anyone else he/she wants to honor.

➤ Listen and fill in the blanks

Cocktail Parties Etiquette Tips

1. Don't rush to the head of the line at the bar – wait patiently for your turn.
2. Always wrap a napkin around your glass.
3. Your drink always stays in your left hand.
4. Don't overindulge. Sip your drink slowly and make it last.

Match each definition (A – N) with today's vocabulary word (1 – 14)

Answer Key:

A-13; B-14; C-1; D-10; E-2; F-11; G-3; H-4; I-12; J-5; K-7; L-6; M-8; N-9

Fill in the blanks.

Answer Key: 1. hierarchy 2. simmer 3. irreversible 4. cutlery 5. dice 6. slurp