

Unit 1 Preparing for the job

6



Topics / Skills

Introducing yourself
Finding the right job
Advanced material
Cooking schools for teens in the USA

Communicating across cultures

Greeting people
Refresh your grammar
Simple present and present continuous
Video lounge
Discussing career plans

Unit 2 At the hotel

14



Topics / Skills

Meeting colleagues
Places of work and job duties
Talking about your job
Personnel planning
Advanced material
Unusual hotels around the world

Refresh your grammar

Simple past
Present perfect
Video lounge
Choosing a job in the hotel and catering business

Unit 3 Enquiries and reservations

22



Topics / Skills

Receiving enquiries
Making offers and reservations
Changing and cancelling reservations
Advanced material
Join quickbooking.com now

Communicating across cultures

Telephoning
Refresh your grammar
Future tenses
Video lounge
At the reception desk

Unit 4 At the reception

30



Topics / Skills

Welcoming guests
Checking details and registering
Checking out
Advanced material
Wild elephants at the reception

Communicating across cultures

Being polite
Refresh your grammar
Modal verbs

Unit 5 Taking care of guests

38



Topics / Skills

Room service
Giving directions to hotel facilities
Arranging sightseeing and entertainment
Advanced material
A murder mystery weekend

Communicating across cultures

Talking about locations
Refresh your grammar
Get/ask/tell s.o. to + infinitive,
have s.o. + infinitive
Video lounge
Dealing with difficult guests

Unit 6 Serving drinks

46



Topics / Skills

Different beverages
At the café
Drinks at the bar
Recommending wine
Advanced material
Upgrading breakfast beverage offers

Refresh your grammar

Some and any
Adjectives and adverbs
Video lounge
Reviewing career plans

Unit 7 Breakfast

54

Topics / Skills

Different types of breakfast
Taking orders
Preparing and serving breakfast
Advanced material
Breakfast 24 hours a day

Communicating across cultures

Breakfast around the world
Refresh your grammar
Comparatives and superlatives



Unit 8 In the kitchen

62

Topics / Skills

Types of food and preparation methods
Kitchen equipment and utensils
Kitchen organisation and safety
Advanced material
Steps to food cost control

Communicating across cultures

Measures, weights and temperatures
Refresh your grammar
If-sentences type 1 and 2



Unit 9 In the restaurant

70

Topics / Skills

Making a restaurant booking
Setting and clearing tables
Explaining and recommending dishes
Dealing with complaints
Paying the bill
Advanced material
Theme restaurants

Communicating across cultures

Different eating habits
Refresh your grammar
The passive
Video lounge
Dealing with difficult guests



Unit 10 Handling complaints

78

Topics / Skills

Dealing with dissatisfied customers
Writing a letter of apology
Advanced material
Conducting a survey

Communicating across cultures

Business correspondence
Refresh your grammar
Relative clauses
Video lounge
Dealing with difficult guests



Unit 11 Making special arrangements

86

Topics / Skills

Planning a function
Making small talk
Advanced material
Planning wedding receptions

Communicating across cultures

Small talk
Refresh your grammar
Reported speech
Video lounge
Arranging a business meeting



Unit 12 Applying for a job

94

Topics / Skills

Looking at job adverts
Writing an application
A job interview
Advanced material
Gaining work experience abroad

Communicating across cultures

Applying for jobs abroad
Refresh your grammar
Gerund
Video lounge
Applying for a work placement in a hotel



Appendix

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Role cards; Tips; Alphabetical vocabulary English–German, German–English; Specialist vocabulary; Telephone alphabet; Measurements; Numbers, dates and times; Recipes