

**CAREER  
PATHS**

# FOOD SERVICE Industries

Virginia Evans  
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**Express Publishing**

**CAREER  
PATHS**

# FOOD SERVICE Industries

Book

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## Scope and Sequence

Unit	Topic	Reading context	Vocabulary	Function
1	Parts of a Restaurant	Memo	bar, break room, dining room, entrance, food storage, kitchen, lobby, office, restaurant, restroom	Presenting options
2	Tabletop Items	Product listing	flatware, fork, glass, knife, napkin, placemat, shaker, spoon, tablecloth, utensil	Responding to an apology
3	Food Service Equipment	Server guide	basket, bowl, oval, plate, round, serve, serving tray, sizzling platter, tray stand, warming lamp	Asking for help
4	The Kitchen 1	Guidelines	appliance, cook, countertop, dishwasher, freezer, oven, refrigerator, sink, stove, walk-in	Asking about completion
5	The Kitchen 2	Memo	blender, cutting board, deep fryer, food processor, grater, microwave, pan, pot, skillet, toaster	Making an apology
6	Meals	Advertisement	appetizer, breakfast, brunch, dessert, dinner, hors d'oeuvres, lunch, side, snack, supper	Giving a polite negative response
7	Restaurants 1	Magazine article	bistro, café, casual-service, counter service, deli, family-style service, food truck, plate service, table service	Stating a preference
8	Restaurants 2	Webpage	beverage center, buffet, cafeteria, cart service, noncommercial, room service, salad bar, self-serve, soup station, tray service	Describing order
9	Fast Food	Webpage	carry-out, chain, curb service, drive-through, fast food, franchise, phone order, seating area, take-out, wait time	Estimating time
10	Catering	Webpage	catering, chafer, chafer dish, corporate, dinnerware, event, folding chair, steam pan, tent, wedding	Checking for correctness
11	Delivery	Employee manual	delivery, driver, hotbag, per run mileage payment, pie, pizza saver, secure, styrofoam, thermal delivery system, time frame	Introducing a problem
12	Fine Dining	Restaurant review	atmosphere, crumb, fine dining, informed, lighting, recommendation, service, standard, top-shelf, wine list	Asking for an opinion
13	Reservations	Reservation book	book, booster seat, cancellation, high chair, opening, open table, party, reservation, table for, take	Describing availability
14	Taking Orders	Server training manual	clockwise, double-check, medium-rare, notepad, order, pivot point, rare, review, substitution, well done	Checking for accuracy
15	Payment	Check	autograt, cash, check, credit card, debit card, gratuity, payment, tax, tip, total	Asking about needs

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## Scope and Sequence

Unit	Topic	Reading context	Vocabulary	Function
1	Food Service Staff	Job descriptions	baker, busser, cashier, chef, dishwasher, food runner, front-of-house, host, line cook, server, waiter, waitress, wait staff	Discussing degree
2	Types of Menus	Webpage	banquet menu, California menu, children's menu, cycle menu, door-knob menu, ethnic menu, fixed menu, meal period, menu, specialty menu	Giving a motive for doing something
3	Menu Pricing Styles	Textbook excerpt	à la carte, choice, combination, daily special, extensive, limited, meal, menu selection, noncommercial menu, price, prix fixe, separate, table d'hote	Asking about experience
4	Purchasing and Orders	Employee manual	convenience foods, delivery invoice, lead-time quantity, make-or-buy analysis, minimum/maximum ordering system, order, purchase order, purchase requisitions, purchase specification, purchasing, requisition, safety stock	Checking on progress
5	Inventory and Storage	Memo	access, call brand, first-in/first-out, inventory, inventory turnover rate, issue house brand, physical inventory system, pilfer, recordkeeping, security, storage	Describing mixed results
6	Preparing Fruits and Vegetables	Menu options	berry, blanch, boil, citrus, fruit, juice, peel, salad, sauté, squeeze, steam, vegetable	Asking about options
7	Preparing Meats	Menu	beef, braise, broil, burger, grill, ham, lamb, meat, pork, poultry, roast, steak, veal	Describing preparation methods
8	Preparing Seafood	Menu	breaded, clam, dressed, fillet, fish, fry, lobster, oyster, roe, seafood, shellfish, shrimp, shuck	Making an apology
9	Preparing Dairy Products	Note	butter, cheese, cream, cream cheese, cultured, dairy, evaporated milk, pasteurized milk, skim, spoil, yogurt	Asking for repetition
10	Preparing Baked Goods	Website	baked goods, dough, flatbread, flour, French bread, knead, preheat, rise, slice, sourdough, whole grain, yeast	Explaining a change
11	Preparing Desserts	Menu	cake, cone, dessert, frosting, frozen, ice cream, melt, milkshake, pie, refrigerate, sugar-free, topping	Describing preference
12	Beverages	Menu	beverage, black, brew, coffee, diet, iced, juice, liquor, refill, soft drink, steep, tea	Asking for a favor
13	The Bar	Advertisement	bartender, beer, bottled, cocktail, domestic, happy hour, house wine, ID, imported, of age, on tap, pitcher, red wine, white wine, wine list	Asking for clarification
14	Customer Service	Employee manual	customer base, customer service, exceed, expectations, go out of your way, go the extra mile, loyalty, pride ourselves upon, recommendation, return business, satisfaction, word of mouth	Giving praise
15	Customer Complaints	Comment cards	bland, burned, cold, comment card, complaint, dirty, feedback, ignore, overcooked, raw, salty, scalding, wait time	Giving a warning

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## Scope and Sequence

Unit	Topic	Reading context	Vocabulary	Function
1	Opening Operations	Checklist	address, assign, clean, clock in, inspect, meeting, open, section, server, server station, side work, stock, turn over	Describing progress
2	Sanitation	Poster	bleach, disposable glove, foodborne, food poisoning, hairnet, handle, hygiene, maintain, sanitation, temperature, three-compartment sink, wash	Giving a warning
3	Safety	Employee manual	accident, accident report, block, burn, clear, cut, dull, emergency exit, fire, fire hazard, first aid, sharp, slippery, spill	Bringing up a problem
4	Order Entry Devices	Webpage	function key, keyboard, magnetic strip reader, menu board, modifier key, numeric keypad, order entry device, preset key, price look-up key, touchscreen, wireless handheld server terminal	Checking for understanding
5	Closing Operations	Checklist	balance, cash balance, cash register, clock out, close, lock up, mop, POS system, receipt, register sales, sweep, trash	Making an apology
6	Nutrition	Advertisement	calorie, carbohydrate, energy-dense, fat, mineral, nutrient-dense, nutrition, obesity, protein, saturated fat, sodium, trans fat, unsaturated fat, vitamin	Giving a firm answer
7	Specialty Diets	Menu section	food allergy, gluten-free, GMO, ingredient list, lactose-intolerant, local, low-carb, low-sodium, meatless, organic, pesticide, soy-based, vegan, vegetarian, warning	Describing options
8	Management	Job listing	control, coordinate, direct, evaluate, implement, long-range plan, management, mission, organize, plan, primary group, secondary group, staff	Describing experience
9	Marketing	Advertisement	advertisement, demographic information, competition analysis, coupon, feasibility study, guest, market analysis, marketing, marketing plan, market research, perspective, promotion, property analysis, situation analysis	Confirming information
10	Increasing Sales	Employee manual	alcohol, check average, draw attention to, dessert menu, encourage, increase, pressure, profit margin, recommend, seasonal drink, suggestive selling, technique, yes-or-no	Asking for advice
11	Standard Recipes and Costs	Textbook excerpt	actual food cost, budget, chaining recipes, consistent, ingredient file, menu item file, portion size, precosting, standard portion cost, standard recipe, standard recipe file, total meal cost	Stating an opinion
12	Menu Pricing	Textbook excerpt	allowable food cost, competitor, contribution margin, elasticity of demand, factor in, highest-price method, intuitive-price method, loss-leader price method, markup, profit pricing, reasonable-price method	Listing pros and cons
13	Accounting 1: Income Statements	P & L account and letter	cost of goods sold, cost of sales, gross profit, income statement, margin, net profit, net sales, overhead, P&L report, revenue	Reporting an error
14	Accounting 2: Balance Sheets	Balance sheet and letter	accounts payable, accounts receivable, assets, balance sheet, fixed assets, intangible assets, inventory, liabilities, owner's equity, property and equipment (P&E)	Making a recommendation
15	Career Options	Profile descriptions	assistant, chef de cuisine, cook's helper, culinary arts, culinary management, executive chef, hospitality, MBA, patisserie, personal chef, restaurant management, sous-chef	Describing a series of events

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# 2 Types of Menu

## Get ready!

1 Before you read the passage, talk about these questions.

- 1 Why do restaurants have menus?
- 2 What are some different types of menus?

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## Reading

2 Read the webpage. Then, mark the following statements as true (T) or false (F).

- 1 \_\_\_ The website is advertising a restaurant's different menus.
- 2 \_\_\_ Specialty menus, such as children's menus, are available.
- 3 \_\_\_ Menus can be specially designed or based on a template.

## Vocabulary

3 Write a word or phrase that is similar in meaning to the underlined part.

- 1 The restaurant had a menu focusing on traditional meals associated with a specific kind of cuisine. \_ t \_ n i \_ \_ e \_ u
- 2 The man looked at the list of dishes that the restaurant was able to prepare for customers. m \_ n \_
- 3 The restaurant introduced a(n) menu that altered daily for a specific time period, that repeats. \_ \_ c l \_ m e \_ \_
- 4 The customers ordered from the menu that is used daily or during a meal period. f \_ \_ e \_ \_ e n \_

4 Fill in the blanks with the correct phrases from the word bank.

## Word BANK

banquet menu California menu  
children's menu door-knob menu  
meal period specialty menu

- 1 The hotel guest hung the room service \_\_\_\_\_ outside her hotel room.
- 2 The customers asked for a \_\_\_\_\_ as they wanted to order dessert.
- 3 The man liked the idea of breakfast at night, so he ordered from the \_\_\_\_\_.
- 4 We arrived late for the lunch \_\_\_\_\_, so we used the dinner menu.
- 5 The conference attendees could select between a few preset items on the \_\_\_\_\_.
- 6 The six-year old girl enjoyed the puzzles and games on the \_\_\_\_\_.

We create print designs for a variety of businesses, including restaurants. Choose from several **menu** templates, or let us custom design one for you. Just provide us with a list of menu items for **meal periods**. We'll create the perfect **fixed menus** or **cycle menus** for your eating establishment.

If you need **specialty menus**, look no further. We create **children's menus** that are so entertaining, adults want them, too. **Ethnic menus** are no problem. We can design them in English and the ethnic language of your choice. Does your diner offer hamburgers for breakfast and pancakes for dinner? We can devise a casual **California menu** for you.

Powerful Print Designs also creates elegant **banquet menus** for hotels, caterers, and restaurants. We'll even customize designs for special occasions like weddings or birthdays.

We also offer **door-knob menus** for hotels that offer room service.

Click [here](#) to see some of our great menu designs.

- 5 Listen and read the webpage again. What large event menus does the print shop handle?

## Listening

- 6 Listen to a conversation between two restaurant owners. Choose the correct answers.

- 1 Why were the customers disappointed?  
 A because the pancakes did not taste good  
 B because the kitchen ran out of bacon  
 C because the menu did not have enough dishes  
 D because they wanted burgers for breakfast
- 2 What will the man most likely do next?  
 A create a specialty burger menu  
 B remove the breakfast menu  
 C switch to a California menu  
 D print out a new fixed menu

- 7 Listen again and complete the conversation.

Owner 1: I think we should change our menu.

Owner 2: Why? 1 \_\_\_\_\_ right now.

Owner 1: Oh, I don't mean changing 2 \_\_\_\_\_ we're offering.

Owner 2: Then what do you mean?

Owner 1: Just changing from a 3 \_\_\_\_\_ to a California menu.

Owner 2: That might not be a bad idea. But 4 \_\_\_\_\_ think of it?

Owner 1: Some customers were disappointed because they couldn't get our famous burgers 5 \_\_\_\_\_.

Owner 2: Burgers for breakfast? Yuck!

Owner 1: Okay, look at it this way ... did you ever have pancakes for dinner when you were 6 \_\_\_\_\_?

## Speaking

- 8 With a partner, act out the roles below based on Task 7. Then, switch roles.

### USE LANGUAGE SUCH AS:

*Oh, I don't mean ...*

*That might not be ...*

*I bet ...*

**Student A:** You are a restaurant co-owner. Talk to Student B about:

- a menu change
- disappointed customers
- childhood memories

**Student B:** You are also a restaurant co-owner. Talk to Student A about the menu.

## Writing

- 9 Use the conversation from Task 8 to fill out a notice explaining the menu change to the restaurant staff.



### Notice

Attention Staff: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

New Menu Launch Date: \_\_\_\_\_



## Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are some common sanitation rules in a restaurant kitchen?
- 2 What happens when people do not follow sanitation rules?



hair net

## 5 Rules for Food Safety

Follow these guidelines to avoid **foodborne** illnesses. **Food poisoning**, particularly from E. coli bacteria, can result from poor sanitation.

### 1 Maintain proper hygiene

- Wash your hands properly before you **handle** food
- Wash your hands properly after using the toilet
- Cover wounds or cuts on your hands and arms with waterproof bandages

### 2 Follow proper sanitation methods

- Wash and clean all utensils and equipment used during food preparation
- Use soap and **bleach** to wash surfaces and floors
- Regularly wash the **three-compartment sink** with anti-bacterial soap
- Wear a **hairnet** and **disposable gloves** during food preparation



hygiene

### 3 Separate raw foods from cooked foods

- Refrigerate ready-to-eat food in upper compartments to avoid drippings from raw food
- Use separate utensils and cutting boards for raw and ready-to-eat foods
- Cover and wrap all foods properly before storage

### 4 Cook food properly

- Cook food at the proper **temperature**, especially meat, eggs, and poultry
- Reheat leftover food at 75 degrees Celsius (167 degrees Fahrenheit)
- Consume cooked or reheated food within two hours

### 5 Use safe water and fresh raw ingredients

- Buy ingredients from licensed shops with good reputations
- Always select fresh foods
- Wash fruits and vegetables carefully
- Do not use expired foods



sanitation

## Reading

2 Read the poster. Then, choose the correct answers.

- 1 What is the purpose of the poster?
  - A to tell people where to buy fresh food
  - B to instruct people on food safety
  - C to teach people how to cook
  - D to list types of foodborne illnesses
- 2 Which of the following will NOT cause food poisoning if cooked improperly?
  - A meat
  - B poultry
  - C vegetables
  - D eggs
- 3 Which of the following is NOT done with leftover food?
  - A reheat at 167 degrees Fahrenheit
  - B eat the food within two hours
  - C refrigerate it in upper compartments
  - D leave the food uncovered when in storage

## Vocabulary

3 Match the words and phrases (1-8) with the definitions (A-H).

- |                   |                              |
|-------------------|------------------------------|
| 1 ___ bleach      | 5 ___ wash                   |
| 2 ___ maintain    | 6 ___ handle                 |
| 3 ___ foodborne   | 7 ___ food poisoning         |
| 4 ___ temperature | 8 ___ three-compartment sink |

- A a cleaning liquid used to remove stains and disinfect surfaces
- B to cleanse something with water and soap
- C being caused by food
- D to preserve it or keep it in a healthy and successful state
- E to manage something with one's hands
- F the measurement of how hot or cold something is
- G a stainless steel sink with three bowls that is installed in restaurant kitchens
- H an illness that is caused by consuming certain bacteria in food

**4** Read the sentence pairs. Choose which word or phrase best fits each blank.

**1 hairnet/disposable gloves**

- A** The kitchen aide wore \_\_\_\_\_ while chopping meat.
- B** Marsha disliked covering her long, thick hair with a \_\_\_\_\_.

**2 sanitation/hygiene**

- A** It is good \_\_\_\_\_ to wash one's hands after using the toilet.
- B** City \_\_\_\_\_ workers collect trash from the dumpster.

**5** Listen and read the poster again. Which materials are used to clean kitchen surfaces and utensils?

## Listening

**6** Listen to a conversation between a manager and a cook. Mark the following statements as true (T) or false (F).

- 1 \_\_\_ The man remembered to wear a hairnet.
- 2 \_\_\_ The woman is concerned about the spread of foodborne illness.
- 3 \_\_\_ The man got fired from his job.

**7** Listen again and complete the conversation.

**Manager:** Hank, what are you doing?

**Cook:** I'm chopping some beef.

**Manager:** Yes, but you're doing it without a **1** \_\_\_\_\_. Something else is missing, too ...

**Cook:** Oh, I'm supposed to be wearing **2** \_\_\_\_\_.

**Manager:** Why aren't you? You know our **3** \_\_\_\_\_.

**Cook:** I guess I forgot. I'm sorry.

**Manager:** I'm afraid that's unacceptable. I understand that you're new, but that's no excuse to practice **4** \_\_\_\_\_.

**Cook:** I know. Again, I apologize.

**Manager:** It's important to limit the possibility of causing **5** \_\_\_\_\_.

**Cook:** I understand. A bad case of **6** \_\_\_\_\_ could cost all of us our jobs.

## Speaking

**8** With a partner, act out the roles below based on Task 7. Then, switch roles.

### USE LANGUAGE SUCH AS:

*Why aren't you wearing ...?*  
*I understand that you're new, but that's no excuse to ...*  
*I should've known better.*

**Student A:** You are a restaurant manager. Talk to Student B about:

- sanitation rules
- practicing good hygiene
- the causes of foodborne illnesses

**Student B:** You are a cook. Talk to Student A about sanitation rules in the kitchen.

## Writing

**9** Use the poster and the conversation from Task 8 to create a written warning for an employee who did not follow a restaurant's sanitation rules. Include what the violation was, why the sanitation rule is important, and the action taken by management.

# Glossary

- appetizer** [N-COUNT-U6] An **appetizer** is a dish served before the main portion of a meal.
- appliance** [N-UNCOUNT-U4] An **appliance** is a household device, such as a refrigerator or oven, which uses gas or electric current to function.
- atmosphere** [N-COUNT-U12] An **atmosphere** is the mood of a place or situation.
- autograt (autogratiuity)** [N-UNCOUNT-U15] **Autograt (Autogratiuity)** is a tip that is automatically added to the bill for a large party.
- bar** [N-COUNT-U1] A **bar** is a counter in a restaurant at which food and drinks, particularly alcoholic drinks, are served to customers.
- basket** [N-COUNT-U3] A **basket** is a bowl made of woven wicker that is used to hold items.
- beverage center** [N-COUNT-U8] A **beverage center** is the location from which beverages are served or selected.
- bistro** [N-COUNT-U7] A **bistro** is a small, informal restaurant where table service is usually offered and wine is often served.
- blender** [N-COUNT-U5] A **blender** is an appliance used to mix, liquefy or puree foods.
- book** [V-T-U13] To **book** something is to make an arrangement to hold a table in a restaurant for your use, at a set date and time in the future.
- booster seat** [N-COUNT-U13] A **booster seat** is a special seat for young children that raises them up, allowing them to sit at a higher position at a table.
- bowl** [N-COUNT-U3] A **bowl** is a round piece of dinnerware that curves inward toward a hollow center.
- break room** [N-COUNT-U1] A **break room** is a room reserved for employees that is used for eating snacks, getting a drink, or taking a rest during breaks.
- breakfast** [N-COUNT-U6] **Breakfast** is the first meal eaten at the start of the day.
- brunch** [N-COUNT-U6] **Brunch** is a meal eaten in the late morning which combines breakfast or lunch into one meal.
- buffet** [N-COUNT-U8] A **buffet** is a table or series of tables where food is arranged on large platters, from which diners serve themselves.
- café** [N-COUNT-U7] A **café** is a small restaurant or coffee shop, usually offering table service and a limited menu.
- cafeteria** [N-COUNT-U8] A **cafeteria** is a restaurant where you choose items, usually placing them on trays as they move through a line, and pay before sitting at tables.
- cancellation** [N-COUNT-U13] A **cancellation** is a decision not to do something that has been planned in advance. It can also be a table that is now available because someone else has decided not to visit a restaurant.
- carry-out** [ADJ-U9] If a food order is **carry-out**, it is prepared by a restaurant to be consumed at another location.
- cart service** [N-UNCOUNT-U8] **Cart service** is provided in upscale restaurants where some portion of the food preparation is done at a cart beside the dining table.
- cash** [N-UNCOUNT-U3] **Cash** is money such as coins or notes.
- casual-service** [N-UNCOUNT-U7] **Casual-service** refers to a restaurant that offers table service, but is not considered an upscale dining experience. The menus usually feature mid-range prices.
- catering** [N-UNCOUNT-U10] **Catering** is the business of providing food and service for an event such as a party or a wedding.
- chafer** [N-COUNT-U10] A **chafer** is a metal container that keeps food hot by heating water around it.
- chafer dish** [N-COUNT-U10] A **chafer dish** is the container that holds food inside of a chafer.
- chain** [N-COUNT-U9] A **chain** is a company with several locations, all selling similar products and managed in a similar style.
- check** [N-COUNT-U3] A **check** is a printed out bill you receive in a restaurant. It lists what you have ordered and how much money you owe.



## FOOD SERVICE Industries

**Career Paths: Food Service Industries** is a new educational resource for food service professionals who want to improve their English communication in a work environment. Incorporating career-specific vocabulary and contexts, each unit offers step-by-step instruction that immerses students in the four key language components: reading, listening, speaking, and writing. **Career Paths: Food Service Industries** addresses topics including parts of a restaurant, taking orders, food preparation, catering, and career options.

The series is organized into three levels of difficulty and offers over 400 vocabulary terms and phrases. Every unit includes a test of reading comprehension, vocabulary, and listening skills, and leads students through written and oral production.

**Included Features:**

- A variety of realistic reading passages
- Career-specific dialogues
- 45 reading and listening comprehension checks
- Over 400 vocabulary terms and phrases
- Guided speaking and writing exercises
- Complete glossary of terms and phrases

The **Teacher's Book** contains a full answer key and audio scripts.

The **Teacher's Guide** contains detailed lesson plans, a full answer key and audio scripts.

The **audio CDs** contain all recorded material.



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