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## **Ravintolan palvelutilanteiden harjoittelu ja toteuttaminen käytännössä**

- Annosten kuvaileminen kohdekielellä (tämän voisi toteuttaa haluamallaan kielellä)
- Asiakkaiden kysymyksiin vastaaminen
- Palvelutilanne asiakkaiden saapumisesta maksutilanteeseen ja lopputervehdyksiin

## **I Ohje**

1. Käännä ravintolan lounasmenu englanniksi.

2. Kirjoita englanninkieliset kuvaukset ruoka-annoksista keittiöltä saadun tiedon mukaan. Varaudu kertomaan toisin sanoin, mitä jokin gastronominen termi tarkoittaa (terriini, gazpacho, carpaccio tms.). Kirjoita kuvaukseen, minkä tyyppinen ruoka on kyseessä ja mitä sen pääraaka-aineet ovat. Mainitse myös, minkä kanssa ruoka tarjotaan. Lyhyen esittelyn on tarkoitus olla tiivis, eikä siinä ole tarkoitus mainita kaikkia raaka-aineita.

3. Ennakoi asiakkaiden kysymyksiä. Keksi ainakin kaksi kysymystä jokaisesta annoksesta ja vastaa niihin kokeilta saamasi tiedon perusteella. (Allergeenit jne.)

4. Harjoittele palvelutilanteen kulkua 2-3 hengen ryhmissä ravintolasalissa ennen lounasajan alkua vaihtaen asiakkaan ja tarjoilijan rooleja. Muista asiakkaan roolissa harjoitella myös ennakoitujen kysymysten kysymistä ja tarjoilijan roolissa niihin vastaamista.

N.B. Koska ruokailijamäärät olivat erittäin pieniä tänä sulku edeltävänä päivänä, ruokalistassa ei ollut normaalia valinnanvaraa. Yleensä opetusravintolassa voi valita kahdesta alku- ja pääruuasta. Myös noutopöydässä on usein kaksi eri vaihtoehtoa. Harjoitus olisi tyypillisempi ravintolatilanne, jos asiakkaiden valintoja pääsisi aidosti tiedustelemaan. Tässä korostuu nyt kysymysten ennakointi.

## **II Käännä päivän ruokalista englanniksi**

### **Viikko 9**

#### **PERJANTAI 5.3.**

Noutopöytä:

Broileria sitruunakastikkeessa ja riisiä L,G

Kolmen ruokalajin lounasmenu:

Haukiterriinä ja fenkolisalaattia L,G

Leike naudan ulkofileestä, paprika-sipulismetanaa ja ranskalaisia L

Juustokakkua L

### **III The Menu in English**

#### **Friday the 5th of March**

**From the buffet: Chicken in Lemon Sauce with Rice, Lactose-free and Gluten-free**

#### **The three-course lunch menu (served plated)**

Starter: Pike Terrine and Fennel Salad (Lactose-free and gluten-free)

Main Course: Beef Sirloin Cutlet, Sour Cream Flavored with Paprika (Powder) and Onion, French Fries (Lactose-free)

Dessert: Cheesecake (Lactose-free)

Coffee or tea is included in the price.

You can choose either iced water, milk, sour milk or homemade ale to go with your lunch.

#### **Home-style lunch from the buffet**

Starter salad buffet

Chicken in Lemon Sauce with Rice

Coffee or tea is included in the price.

You can choose either iced water, milk, sour milk or homemade ale to go with your lunch.

### **IV The menu in more detail based on what the kitchen told us:**

#### **The menu and complimentary drinks on Friday the 5th of March**

- 1. Would you like to have a non-alcoholic "Aperol" Spritz as an aperitif?** It's on the house today. We need to get some practice.

(The Aperol Spritz contains red grenadine, apple juice and non-alcoholic sparkling wine.)

- 2. The starter today is pike terrine.** (It contains pike, rainbow trout, whipping cream, egg, lemon, salt, pepper and tabasco.)

**It is served with fennel salad.** (The salad contains fennel, orange, cherry tomatoes and green salad.)

3. **The main dish today is a beef sirloin cutlet.** It has been pounded until it's thin. The beef is Finnish and it has been breaded. There is just salt and pepper, no other seasonings. The beef cutlet is served with cold sour cream sauce that contains fresh bell pepper, onion, salt and pepper. There are French fries on the side, as well as some cauliflower. (The cauliflower may be sautéed, steamed or fried, they were not sure how it would be made yet.)
  
4. **The dessert today is a cheesecake.** The crust is made with gingerbread cookies and butter. There is cream cheese, sugar, vanilla sugar and cream. There is a layer of sweetened sour cream on top. The cheesecake has been baked and then cooled. The sour cream topping is used to give it a neat finish. The cheesecake is served with berry coulis.
  
5. **Would you like to have a non-alcoholic Strawberry Margarita to finish your meal?** It is on the house today.

Our non-alcoholic Strawberry Margarita contains strawberries, strawberry syrup and Sprite.

## **V Some anticipated questions and answers based on what the cooks told us:**

**Friday the 5<sup>th</sup> of March**

**Starter: Pike Terrine and Fennel Salad**

Q: Does the terrine contain cream? Are there eggs in the terrine?

A: Yes, it does (contain both cream and eggs.) The cream is lactose-free.

Q: Is the cream lactose-free?

A: Yes, it is.

Q: Is the terrine gluten-free?

A: Yes, it is. There is no flour in it at all.

Q: Does the salad consist of fresh fennel on its own or is there something else besides the fennel and dressing?

Q: What kind of dressing is the fennel salad served with? Is it a vinaigrette?

A: Yes, it's served with a vinaigrette dressing

Q: Is there lemon in the terrine?

A: Yes, there is.

Q: Is the terrine served hot or cold?

A: It's served hot.

Q: I've never had fresh fennel before. Is it very strong in flavor?

A: It does have a distinctive anise-like flavor, but it's not very strong.

### **Main Course:**

#### **Beef Sirloin Cutlet, Sour Cream Sauce with Bell Pepper and Onion, French Fries**

Q: Has the beef been pounded into thin cutlets? Are the cutlets breaded?

A: Yes, the cutlets have been pounded lightly and the cutlets are breaded.

Q: Is the sour cream lactose-free?

A: Yes, we only use lactose-free products.

Q: Is there fresh onion in the sour cream or is it just onion powder?

A: It's just onion powder.

Q: Could I have some other type of potatoes with this instead of French fries?

A: Of course. Would you prefer boiled potatoes?

A: Where does your beef come from?

Q: All the beef we use comes from Finland.

### **Cheesecake**

Q: Is there gelatin in the cheesecake or has it been baked?

A: There is no gelatin in the cheesecake. It has been baked.

Q: If there is gelatin in the cheesecake, does the gelatin come from a pig? (Someone might want to prefer plant-based gelatin)

A: There is no gelatin in the cheesecake.

Q: Does the cheesecake have a cookie crumb crust?

A: Yes, it does.

Q: Is there butter in the cheesecake?

A: Yes, there is.

Q: Is there a sauce to go with the cheesecake? Or is it served on its own?

A: The cheesecake is served with some berry coulis on the side.

Q: Does it contain lemon juice?

A: No, it doesn't.

## VI Practice the following dialogue

Waiter: Good morning!/ Good afternoon!

Guest: Good morning!/ Good afternoon! We would like to have lunch.

Waiter: Very good. Follow me, please. I will show you to your table.

Guest: Thank you.

Waiter: Please have a seat. Today we have two options: you can have a three-course meal, or if you prefer, you can have the home-style meal from the buffet. The three-course meal is served plated.

Guest 1: I will have the three-course meal.

Guest 2: Me, too.

Waiter: May I ask you if you have any dietary considerations?

Guest 1: Yes, in fact I am intolerant to lactose. Do you use lactose-free or low lactose products?

Waiter: Yes, we do. All of our dishes are lactose-free.

Guest 1: No problem, then.

Guest 2: I don't have any dietary concerns.

Waiter: Would you like to have a non-alcoholic aperitif to begin with? It's on the house today.

Guest 2: Wow, what a nice surprise! Yes, please!

Guest 1: Why not?

Waiter: Just a moment and I'll bring you the aperitifs.

Waiter: Here is your non-alcoholic "Aperol" Spritz. What would you like to drink with the meal? We have milk, sour milk, iced water and homemade ale.

Guest: Iced water is fine.

Waiter: Very Good. I will bring it to you right away.

Waiter: Here is your water, sir/ma'am. How are you enjoying the mocktail?

Guest 2: It's very good! So fresh! It looks so good, too, that I had to take a picture and share it on social media! :D

Waiter: I'm glad to hear you like it.

Waiter: Here is your starter. It's pike terrine with fennel salad. I hope you enjoy it!

Guests: Thank you. It looks very good.

Waiter: How was your starter?

Guest 1: It was very fresh. I had never had fresh fennel before. It didn't taste as strong as I thought it would.

Waiter: I'm glad you liked it.

Waiter: And here is your beef cutlet with French fries, sour cream sauce and cauliflower. I hope you enjoy it!

Guests: Thank you!

Waiter: How are you enjoying your main course?

Guest 2: It's very good, thank you. Could we have some more water, please?

Waiter: Yes, of course.

Waiter: Here is your water.

Guests: Thank you.

(Later)

Waiter: So, how was it?

Guests: It was very good, thank you.

Waiter: I'm glad to hear it. May I take these?

Guests: Yes, of course.

Waiter: How about some coffee or tea to go with your dessert?

Guest 1: I'll have a cup of coffee, please.

Guest 2: Me, too.

Waiter: Just a moment and I'll bring you your coffee.

Waiter: Here is your coffee. And here is the sugar and the coffee creamer.

Guests: Thank you.

Waiter: Here is your dessert.

Guests: Thank you.

Waiter: So how did you like the dessert?

Guest 1: It's nice and fresh, not too sweet. Just the way I like it!

Guests: Excuse me, waiter. We would like to pay.

Waiter: May I ask you to come up to the counter for that?

Guests: No problem.

Waiter: Would you like to pay together or separately?

Guests: Separately, please.

Waiter: How would you like to pay?

Guest 1: I'll use my debit card. I have contactless payment in use.

Waiter: That will be 14 euros fifty, please.

Guest 1: Here you go.

Waiter: Thank you. Would you like to get the receipt?

Guest 1: Yes, please.

Waiter: Here is your receipt.

Guest 1: Thank you.

Waiter: You are welcome.

Waiter: And how would you like to pay?

Guest 2: I'll pay the same way.

Waiter: Very good.

Guest 2: Ok, it's done.

Waiter: Thank you. Would you like to get the receipt?

Guest: 2: No, thank you.

Waiter: Alright, then. Thank you very much for coming and we hope to see you again!

Guests: Thank you! Good bye!

Waiter: Have a good day!