**SL7. Making a Restaurant Reservation**

Student Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Student ID Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Instructor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Level: \_\_\_\_\_\_\_\_\_\_\_Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**IMPORTANT NOTE: Sections 1-5 in the SDLA must be completed before meeting with a tutor and receiving a stamp. Write/type all your answers on this handout.**

**After completing this SDLA, you will be able to:**

* Define the necessary vocabulary to make a reservation
* Recognize the important information needed to make a reservation
* Complete a restaurant reservation dialogue with appropriate questions and answers
* Answer important information questions for a restaurant reservation

**Sections 1-5 (approximately 45 minutes):** Read the information. Follow each step below to complete this SDLA. Be prepared to explain your answers when you meet with a tutor.

**Section 1: Necessary Vocabulary**

Do you have any plans for the weekend? Do you want to go to a nice restaurant with some friends? Many people want to go out to eat on the weekends, so it’s always a good idea to call in advance and make a reservation. When making a reservation over the phone, it can be difficult to communicate because you cannot see the other people and their body language. As a result, it is important to be prepared and know what vocabulary you may hear as well as the questions you might be asked.

**Part 1:** Match the vocabulary words with the correct definition. You may go to [www.learnersdictionary.com](http://www.learnersdictionary.com) for help.

|  |  |
| --- | --- |
| 1. \_\_\_\_\_ reservation
 | 1. An available place or time
 |
| 1. \_\_\_\_\_ wait
 | 1. To write down necessary information
 |
| 1. \_\_\_\_\_ opening
 | 1. To arrange or set up a place or time
 |
| 1. \_\_\_\_\_ make
 | 1. To reserve something for someone
 |
| 1. \_\_\_\_\_ booked solid
 | 1. An agreement that saves a table at a restaurant
 |
| 1. \_\_\_\_\_ take
 | 1. Prepared; ready
 |
| 1. \_\_\_\_\_ hold
 | 1. Group of people
 |
| 1. \_\_\_\_\_ party
 | 1. Completely filled; no availability
 |
| 1. \_\_\_\_\_ all set
2. \_\_\_\_\_ host (male)/hostess (female)
 | 1. To stay in a place until an expected event happens
2. A restaurant employee who greets, seats, assists, and/or makes reservations.

Adapted from: ESLlibrary.com. Red River Press, Inc. (2008).  |

**Part 2:** Use each vocabulary word from Part 1 in the sentences below. Each word is only used once.

1. The restaurant on Main Street called *Pluto’s* is extremely busy; it’s always \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
2. Because so many people eat at *Pluto’s*, it’s best to make a(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
3. If you don’t have a reservation, you will have to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ before getting a table.
4. It is easier to find a(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ at *Pluto’s* during the week since the weekends are always booked solid.
5. The \_\_\_\_\_\_\_\_\_\_\_\_ forgot to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ my name, so I’m worried we won’t have a table when we arrive at the restaurant.
6. How many people are coming with us? I told the host we had a(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of 5 people. Is that correct?
7. I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ the reservation for 7:30 p.m., so we’ll have enough time to drive to *Pluto’s*.
8. The host said he’d \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ the table until 8:00 p.m., so it’s okay if we are a little late.
9. We’re \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_! We have a reservation at the best restaurant in New York City!

**Section 2: Important Information**

**Part 1:** If you want to have a quick and pleasant experience when making a reservation, it is important to know some specific information before picking up the phone to call the restaurant. Can you think of some information you should know before you call the restaurant? Below is a list of some important information you should know in advance. It might be a good idea to write this information down on a piece of paper before you call the restaurant so that you don’t forget.

1. **Name:** You should be prepared to give the host a person’s name in your party. This is the name they will use to give you a table when you arrive at the restaurant.
2. **Date**: You need to know the day of the week, month, and calendar date that you want to make your reservation for. *For example, “Do you have any openings* ***Monday, November 17****?”*
3. **Time:** In addition to the date, you will need to know what time of day you would like to make your reservation for.  *For example, “Do you have any openings Monday, November 17****at 6 p.m****.?”*
4. **Number of people**: You need to know how many people will be joining you at the restaurant; the host will always ask how many people you have in your party.
5. **Contact number**: It is important to give the restaurant a phone number that they can contact you at if they have any questions or need more information.
6. **Special Requirements**: If you want to have a great dining experience, it’s a good idea to tell the host about any special requirements your party has when you make your reservation. Some examples of special requirements are listed below:
	1. Wheelchair access
	2. High chair
	3. A table by the window
	4. Large party (10 people or more)
	5. Food allergies (peanuts, garlic, etc.)
	6. Birthday/anniversary cake
7. **Special Occasion:** It is especially important to let the host know if you are making this reservation to celebrate a big event. For example, your grandmother’s 90th birthday, your friend’s 50th birthday, your sister’s 25th wedding anniversary, a family reunion, etc.

**Part 2:** Now that you have read about the information you should know before you make a reservation, watch this YouTube video [**http://tinyurl.com/ohu6kst**](http://tinyurl.com/ohu6kst)of a man making a dinner reservation. As you watch the video, listen for the questions the host asks him. Is the man prepared to answer the questions? On the lines below, write the information from Section 2, Part 1 that the host asks the man.

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Section 3: Practice Dialogue**

Read and listen to a dialogue of a restaurant reservation over the phone. To listen to the dialogue, log in to the ESL tutoring website at [www.mtsac.edu/llc](http://www.mtsac.edu/llc). Go to the *Resources and Links* for SL7 and select **@Audio File**. Please ask an ESL tutor or a person at the LLC desk if you need help listening to this audio file. Some of the questions and answers are missing. Write the appropriate question or answer on each blank line based on the dialogue you hear.

**Host:** Thank you for calling Sam’s Restaurant. How may I help you?

**Rachel:** I’d like to make a reservation.

**Host:** For which day and for what time?

**Rachel:** **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.**

**Host:** Okay, and how many people will be in the party?

**Rachel:** There will be seven of us.

**Host:** **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ?**

**Rachel:** Johnson.

**Host:** **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ?**

**Rachel:** 310-555-9023.

**Host:** Okay. Let me repeat back to you the information I have. This is a reservation for the Friday after nextfor seven at 7 p.m. **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_?**

**Rachel:** Yes, that’s right. Can we have a table by the window?I want to be away from the kitchen, if possible.

**Host:** Well, we can’t guarantee a window table, but \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**.**

**Rachel:** Okay, that’s fine. What’s the parking situation at the restaurant?

**Host:** We have a parking lot behind the restaurant, and we also have valet parking. **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ?**

**Rachel:** I’m glad you asked. I’ll need two high chairs and four booster seats.

**Host:** I’m sorry, but did you say two high chairs and four booster seats?

**Rachel:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. I’m taking all of my nieces and nephews out to dinner.

**Host:** That sounds nice. It should be a lively evening.

**Rachel:** You’re telling me!

 Source: English for Everyone, www.eslpod.com

**Section 4: Preparing to Make a Reservation**

Pretend you want to make a restaurant reservation this weekend. Answer the important information questions below to help you prepare for the phone call.

|  |  |
| --- | --- |
| **Important Information** | **Your Answers** |
| What is the **name** of your party?  |  |
| What **day** do you want your reservation?  |  |
| What **time** do you want your reservation?  |  |
| **How many people** are in your party?  |  |
| What is a **contact number** to reach you at? |  |
| Any **special requests**?  |  |
| Any **special occasion**?  |  |

**Section 5: Student Self-Assessment**

![C:\Documents and Settings\wcuser1553\Local Settings\Temporary Internet Files\Content.IE5\Z02HHZPN\MC900072629[1].gif]()*Complete this self-assessment before meeting with a tutor.* **Now that you’ve completed sections 1 to 3, check the things you can do:**

* + - * I can define the necessary vocabulary to make a reservation.
			* I can recognize the important information needed to make a reservation.
			* I can complete a restaurant reservation dialogue with appropriate questions and answers.
			* I can answer important information questions for a restaurant reservation.

**DON’T FORGET! Write your name on the clipboard to work with a tutor. The tutor will call your name when he/she is ready.**

**Section 6: Practice with a Tutor!**

After completing the self- assessment, meet with a tutor and give this completed SDLA to the tutor. To make sure you understand how to make a restaurant reservation, you will call a restaurant and make a reservation. Use the answers you wrote in Section 4 to make your reservation. The tutor will check your answers before you call. Please ask a tutor to help you select a restaurant to call.

**Note: The tutor will also help you cancel your reservation if necessary.**

**To be completed by tutor:**

Name of the Restaurant: **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Today’s date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

While you make your reservation, the tutor will listen and provide you with feedback in the following areas:

|  |  |  |  |
| --- | --- | --- | --- |
| **Area of Focus** | **1 Point** | **3 Points** | **5 Points** |
| **Content**  | Student does not provide enough information in responses and does not use appropriate vocabulary.  | Student provides sufficient information in responses and uses appropriate vocabulary some of the time.  | Student provides all necessary information in responses and uses appropriate vocabulary most of the time.  |
| **Skill: Speaking**  | Student’s speech is unclear and requires frequent listener effort.  | Student’s speech is generally clear but requires occasional listener effort.  | Student’s speech is clear and smooth and requires minimal listener effort.  |
| **Oral Fluency**  | Speaks in incomplete sentences that do not flow.  | Speaks in complete sentences some of the time with frequent pauses.  | Speaks in complete sentences with occasional pauses most of the time.  |
|  |  |  | **Total points: /15** |

**\*Students must receive at least 10 points to move on.**

**Tutor Recommendations:**

|  |  |
| --- | --- |
| * **Congratulations! Move on**

*Student has successfully completed this SDLA and is ready to continue to the next.* | * **Repeat**

*Student hasn’t yet mastered this SDLA. It is recommended that the student complete it again.* |

**Tutor Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**