

**EVALUATION SPECIFIQUE POUR L'ATTRIBUTION DE LA MENTION
EUROPEENNE SESSION 2008**

Baccalauréat professionnel Hôtellerie Restauration

Epreuve orale

Durée de l'épreuve : 20 minutes

Préparation : 20 minutes

1. Première partie : durée 10 minutes, préparation 10 minutes

Document candidat

BOOKING A TABLE BY PHONE.

Situation:

You are working as the food and beverage manager at the Thai Fountain, a restaurant located in Glasgow. Today, you will receive a phone call from a future customer who would like to book a table for him and his group.

Role play:

First, you will introduce yourself and describe the restaurant. Then you will collect all the details about the booking (number of people, type of meals, date and time of arrival...) If needed say how to get there. Say in a polite manner what you can suggest for lunch, explain your choices. As it is for a group, try to agree about the menu so that the client knows approximately how much it will cost him/her. You may be asked to explain a few dishes, since the client cannot see the menu. Make the reservation, end the call.

Enclosures:

Annexe1: Description of the restaurant

Annexe2: Lunch menu

Annexe3: Table d'hôte

Annexe4: Map view.