

1. Click printer icon (top right or center bottom).
2. Change "destination"/printer to "Save as PDF."
3. Click "Save."



English Self-Directed Learning Activities

Language Learning Center 77-1005, *Passport Rewards*

EA14. Making a Restaurant Reservation

EA14. Making a Restaurant Reservation

Student Name: _____ Student ID Number: _____

Instructor: _____ Level: _____ Date: _____

For media links in this activity, visit [the LLC ESL Tutoring website for Upper Level SDLAs](#).
Find your SDLA number to see all the resources to finish your SDLA.

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 (on the next page). You may go to [The Learner's Dictionary](#) for help.

1. ____ Hi, I'd like to make a **reservation** for dinner tomorrow night.
2. ____ People who don't make reservations usually **wait** about 40 minutes for a table.
3. ____ We have an **opening** for Wednesday at 7:00pm. Would that work for you?
4. ____ People who don't **make** reservations usually wait about 40 minutes for a table.
5. ____ We are **booked solid** and have no available tables at the moment.
6. ____ I will need to **take** your name and phone number for the reservation.
7. ____ Could you please **hold** the table for another 20 minutes? Two people in our group are late.
8. ____ How many people are in your **party**?
9. ____ We're **all set**. We have a reservation for dinner tomorrow at 7:00pm.
10. ____ The **host (male)/ hostess (female)** will take you to your table.





English Self-Directed Learning Activities

Language Learning Center 77-1005, *Passport Rewards*

EA14. Making a Restaurant Reservation

- | | |
|--------------------------------------------------------|------------------------------------------------------------------------------------|
| A. (n) an available place or time | G. (n) group of people |
| B. (v) to write down necessary information | H. (adj) completely filled; no availability |
| C. (v) to arrange or set up | I. (v) to stay in a place until an expected event happens |
| D. (v) to reserve something for someone | J. (n) a restaurant employee who greets, seats, assists, and/or makes reservations |
| E. (n) an agreement that saves a table at a restaurant | |
| F. (adj) prepared; ready | |

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. One word will not be used.

- The restaurant on Main Street called *Pluto's* is extremely busy; it's always _____.
- Because so many people eat at *Pluto's*, it's best to make a(n) _____.
- If you don't have a reservation, you will have to _____ before getting a table.
- It is easier to find a(n) _____ at *Pluto's* during the week since the weekends are always booked solid.
- The _____ forgot to _____ my name, so I'm worried we won't have a table when we arrive at the restaurant.
- How many people are coming with us? I told the host we had a(n) _____ of 5 people. Is that correct?
- I _____ the reservation for 7:30 p.m., so we'll have enough time to drive to *Pluto's*.
- The host said he'd _____ the table until 8:00 p.m., so it's okay if we are a little late.
- 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:
 - a. Wheelchair access
 - b. High chair / booster seats
 - c. A table by the window
 - d. Large party (10 people or more)
 - e. Food allergies (peanuts, garlic, etc.)
 - f. Birthday/anniversary cake



high chair (n) and booster seat (n)





- 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 the [Section 2 video](#) 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 some questions 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. 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 next for 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. Write your answer in the blank lines to the right.

Important Information

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 4: What Did I Learn?

Complete this table BEFORE meeting with a tutor.

Communication Skill	I can't do this YET. 	I can do this WITH help. 	I can do this WITHOUT help. 	I can TEACH this to a classmate. 
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.				

Here are some words/phrases I need to practice.

Good Job!

Now make an appointment

with a tutor on the LLC ESL Tutoring Website

(www.mtsac.edu/llc/passportrewards/llctutoring).





Section 5: Practice with a Tutor!

Meet with a tutor. Give this paper 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: _____

Grading Rubric

Possible Points	Need Practice  (0-1 Point)	Good Job  (2-3 Points)	Excellent Work  (4-5 Points)
Content	Not enough information provided in responses and often does not use correct vocabulary.	Provides most important information in responses and some of the time uses correct vocabulary.	Provides all necessary information in responses and most of the time uses correct vocabulary.
Skill: Speaking	More than 6 mistakes saying words; needs guessing more than 3 times.	Not more than 5 mistakes saying words; needs guessing on 1-2 words or sentences.	Not more than 2 mistakes saying words; needs no guess about meaning.
Oral Fluency	Speaks mostly in phrases, individual words; many pauses.	Sometimes speaks in complete sentences; several pauses.	Speaks in complete sentences; a couple pauses okay.

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

Possible Points: _____ / 15

Tutor Comments:

Congratulations! Keep going.

You have successfully completed this SDLA and are ready to continue to the next.

Work on this more.

You have not yet mastered this SDLA. It is recommended that you complete it again.

Tutor Signature: _____

Date: _____

