Hospitality English & Kitchen Communication

Vocabulary & Definition Study Guide (Level A2) — Sections 7–9

7. Drinks, wine and beverage service

Vocabulary	Definition (A2)	Translation / notes
beverage	A drink.	
beverage menu	A list of drinks available.	
soft drink	A drink without alcohol.	
alcoholic drink	A drink that contains alcohol.	
still water	Water without bubbles.	
sparkling water	Water with bubbles.	
mineral water	Water from a natural source with minerals.	
tap water	Water that comes from a tap.	
bottled water	Water sold in a bottle.	
water jug	A container used for serving water.	
carafe of water	A glass container filled with water.	
fresh juice	Juice made from fresh fruit.	
orange juice	Juice made from oranges.	
apple juice	Juice made from apples.	
lemonade	A drink made with lemon.	
iced tea	Cold tea served with ice.	
coffee beans	The seeds used to make coffee.	
espresso	A small, strong coffee.	
double espresso	A coffee made with twice the amount of espresso.	
cappuccino	Coffee with milk and milk foam.	
latte	Coffee with a large amount of hot milk.	
flat white	Coffee with espresso and smooth milk.	
Americano	Espresso mixed with hot water.	
decaffeinated coffee	Coffee without most of its caffeine.	
herbal tea	A hot drink made from herbs or plants.	
green tea	Tea made from green tea leaves.	
black tea	Tea made from dark tea leaves.	
tea pot	A container used to prepare and serve tea.	
cocktail	A drink made by mixing different ingredients.	

Vocabulary	Definition (A2)	Translation / notes
mocktail	A mixed drink without alcohol.	
wine	An alcoholic drink made from grapes.	
red wine	Wine made from dark grapes.	
white wine	Wine usually made from light-coloured grapes.	
rosé wine	Pink wine made from grapes.	
sparkling wine	Wine with bubbles.	
champagne	A famous sparkling wine from France.	
dessert wine	A sweet wine served with dessert.	
wine list	A list of wines available in the restaurant.	
wine bottle	A bottle containing wine.	
wine glass	A glass used for drinking wine.	
wine menu	A list of wines and their details.	
wine region	An area where wine is produced.	
vineyard	Land where grapevines grow.	
grape variety	A type of grape used to make wine.	
vintage	The year when the grapes were picked.	
wine pairing	Choosing a wine that goes well with food.	
wine temperature	The temperature at which wine should be served.	
wine bucket	A container used to keep wine cold.	
ice bucket	A container filled with ice.	
cork	The stopper used to close a wine bottle.	
corkscrew	A tool used to remove a cork.	
bottle opener	A tool used to open bottles.	
wine stopper	An object used to close an open wine bottle.	
wine label	The information printed on a wine bottle.	
to pour	To make a liquid flow into a glass.	
to open a bottle	To remove the cap or cork.	

Vocabulary	Definition (A2)	Translation / notes
to serve wine	To bring wine to a guest in the correct way.	
to present a bottle	To show the wine bottle to a guest.	
to offer a tasting	To give a guest a small amount to try.	
to refill a glass	To put more drink into a glass.	
to chill a bottle	To make a bottle cold.	
to mix a drink	To put different drink ingredients together.	
to garnish a cocktail	To add a small decoration to a mixed drink.	
ice cubes	Small pieces of frozen water.	
coaster	A small object placed under a glass.	
straw	A small tube used for drinking.	

8. Serving guests and providing excellent service

Vocabulary	Definition (A2)	Translation / notes
table service	Service given to guests at their tables.	
food service	Bringing food to guests.	
beverage service	Bringing drinks to guests.	
room service	Food and drinks brought to a hotel room.	
breakfast service	The work of serving breakfast.	
lunch service	The work of serving lunch.	
dinner service	The work of serving dinner.	
service standard	The level of service employees must provide.	
service quality	How good the service is.	
service speed	How quickly the service is provided.	
service sequence	The correct order of steps during service.	
first course	The first dish of a meal.	
main course	The most important dish of a meal.	
side dish	Food served with the main course.	
dessert course	The sweet dish served at the end.	
food presentation	The way food looks when served.	
serving temperature	How hot or cold food should be.	

Vocabulary	Definition (A2)	Translation / notes
hot plate	A plate kept warm before food is served.	
cold plate	A plate kept cold before food is served.	
serving tray	A tray used to carry food and drinks.	
tray stand	A stand used to hold a tray.	
service trolley	A trolley used to carry food or equipment.	
cloche	A metal cover placed over a dish.	
food cover	A cover that protects food.	
serving spoon	A large spoon used to serve food.	
serving fork	A large fork used to serve food.	
bread basket	A basket used to serve bread.	
butter dish	A small dish used to serve butter.	
wine bucket	A container used to keep wine cold.	
to serve from the left	To bring food to a guest from the left side.	
to clear from the right	To remove used items from the right side.	
to carry a tray	To move a tray while holding it.	
to balance a tray	To keep a tray steady while carrying it.	
to place a plate	To put a plate in front of a guest.	
to present a dish	To show a prepared dish to a guest.	
to announce a dish	To tell the guest the name of the food.	
to serve all guests together	To bring food to everyone at the same time.	
to check back	To return to a guest to ask if everything is fine.	
to check satisfaction	To find out if guests are happy.	
to clear the table	To remove used plates and glasses.	
to remove empty glasses	To take away glasses that are no longer needed.	
to replace cutlery	To bring clean cutlery for the next course.	

Vocabulary	Definition (A2)	Translation / notes
to change a plate	To take away one plate and bring another.	
to top up water	To add more water to a glass.	
to offer another drink	To ask if a guest wants an additional drink.	
to bring the next course	To serve the next part of the meal.	
to serve dessert	To bring the dessert to the guest.	
to offer coffee	To ask if a guest would like coffee.	
to watch the tables	To check what guests need.	
to notice a guest's needs	To see when someone needs help.	
to work efficiently	To complete tasks well and without wasting time.	
to work under pressure	To work well when there is a lot to do.	
to serve with confidence	To serve guests in a calm and sure way.	
to pay attention to details	To notice and take care of small things.	

9. Complaints, problems and difficult situations

Vocabulary	Definition (A2)	Translation / notes
complaint	When a guest says that something is not good.	
dissatisfied guest	A guest who is not happy with the service.	
unhappy customer	A person who is not pleased with something.	
problem	Something that is not right.	
mistake	Something done in the wrong way.	
misunderstanding	A situation where people do not understand each other.	
delay	Something that happens later than expected.	
waiting time	The time someone must wait.	
wrong order	Food or drinks that are not what the guest asked for.	
missing item	Something that should be there but is not.	
cold food	Food that should be hot but is not.	
overcooked	Food cooked for too long.	
undercooked	Food that has not been cooked enough.	

Vocabulary	Definition (A2)	Translation / notes
burnt food	Food damaged by too much heat.	
dirty cutlery	Knives, forks or spoons that are not clean.	
broken glass	A glass that is damaged.	
spilled drink	A drink that has fallen onto a surface.	
noisy environment	A place with too much noise.	
uncomfortable seat	A chair that is not pleasant to sit on.	
poor service	Service that is not good enough.	
service failure	A situation where the service does not meet expectations.	
apology	Words used to say that you are sorry.	
solution	An answer to a problem.	
compensation	Something given to a guest because of a problem.	
replacement	A new item given instead of another one.	
refund	Money given back to a customer.	
guest feedback	Information from guests about their experience.	
positive feedback	Comments saying that something was good.	
negative feedback	Comments saying that something was not good.	
to apologise	To say that you are sorry.	
to listen carefully	To pay attention to what a guest says.	
to remain calm	To stay relaxed in a difficult situation.	
to show understanding	To show that you understand another person's feelings.	
to take a complaint seriously	To treat a complaint as important.	
to solve a problem	To find a way to make a problem better.	
to offer a solution	To suggest a way to correct a problem.	
to inform the manager	To give important information to the manager.	

Vocabulary	Definition (A2)	Translation / notes
to report an incident	To tell someone about an unusual event.	
to replace a dish	To bring a different dish instead.	
to correct an order	To make sure the guest receives the right order.	
to call the chef	To contact the person responsible for the kitchen.	
to ask for assistance	To ask someone to help you.	
to follow up	To check later if a problem has been solved.	
patience	The ability to wait without becoming angry.	
understanding	Being able to understand another person's situation.	
respect	Treating other people in a good and polite way.	
responsibility	Something you must take care of.	
guest privacy	Keeping a guest's personal life and information private.	
confidentiality	Keeping private information secret.	