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Restaurant staff communication: the demand of English skills

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Abstract.

Different issues of communication and language interaction have long been the focus of much attention along with various aspects of tourism and hospitality. Nevertheless, there is still a necessity of detailed emphasis on the demand of English communication for the restaurant staff, thus becoming the purpose of the study. The comparative analysis of the internet resources has revealed the main features of English communication for personnel in the restaurant industry.

Keywords:

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The matter of communication has interested many researchers since the time of ancient Greece. Until recent times, though, the subject was usually considered under other fields and taken for granted as an ordinary process natural to everyone. Emphasis on communication has been inspired by enhancements in science and technology, which have drawn attention to people as communicating human beings. The advances allowed effective and quick communication between some individuals and larger groups of people.

Communication is the exchange of meanings between individuals through a common system of symbols [1]. It is a verbal or written message, information transmitted or conveyed [2]. Communication is also the exchange of information and the expression of feeling that can result in understanding [3].

Although effective communication sounds like it should be instinctive, it is actually more than just exchanging information. Along with being able to clearly convey a message, we also need to listen in a way that gains the full meaning of what is being said and makes the other person feel heard and understood. Very often, communicating more clearly and effectively requires learning some important skills. Learning these skills can improve the overall social health, problem solving and the teamwork, in particular at the workplace.

Workplace communication is the manner by which employees exchange information and ideas. Communication is among the top concerns in the workplace. Ineffective communication or lack thereof can have significant detrimental effects on a project outcome and an organization. Just as flour is a key ingredient when baking a cake, good communication is a key ingredient for business. Communication in the workplace is necessary for any project or task, and is central to the success of any business [4].

Problems in communication happen when the connection is lost between a speaker and a listener. Even native speakers have trouble communicating sometimes. The possible reasons for communication problems may be the following: the speaker does not express himself clearly enough, the speaker uses language that the listener does not understand, the listener

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does not understand the speaker, and the listener is not paying enough attention to the speaker.

In any language, there are some important points to remember when communicating with someone, in order to prevent communication errors, both as a speaker and as a listener. It can be difficult to express some ideas clearly, but if you are trying to prevent miscommunication, it is important to say exactly what you mean. To make sure your listener is engaged and understanding you, ask questions. Hear what your speaking partner has to say, and try to understand what he means.

The restaurant industry has various jobs available at every experience level for people from every background. As an employee in a restaurant, your most important concern is communication. You need to understand and be understood. There are so many jobs in the restaurant industry – from managing to cooking. For any of these jobs, though, knowing English is a huge advantage. Not only does it give you the option of working in any English-speaking country, it also means you can work in the tourism industry where the staff and customers might not speak your native language. English for restaurant staff varies by job type, but a few facts remain the same: it is formal polite and repetitive, it is often fairly simple and it is worth learning [5].

Notwithstanding the great attention being paid to different issues of tourism and hospitality [7; 8; 9; 10] along with various aspects of language interaction [11; 12; 13; 14; 15], there is a necessity of detailed focus on the demand of English communication for the restaurant staff, thus becoming the purpose of the study. Due to the comparative analysis of the internet resources [4; 5; 6], the following features of English communication for personnel in the restaurant industry have been revealed.

A good restaurant manager has to be able to run the business smoothly and treat customers with respect and understanding. The restaurant manager is in charge of making sure the restaurant runs smoothly. As a manager, you will need to give clear instructions to everyone involved, and step in to help if a customer has a complaint. As a manager, it is helpful to know professional and business English, while

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still being able to connect in a less formal English. That is because the manager's job requires them to speak to patrons, employees and professionals in the field. In addition, he should have patience, remain calm under pressure, have excellent customer service skills and know business English.

Restaurant host or hostess is the first and the last person guests will have contact with, so it is very important to offer a friendly welcome and farewell to the guests. This will help them leave feeling like they had a pleasant dining experience. The job of a host or hostess is to greet and seat the customers. A restaurant host greets the customers with a smile, speaks politely and sometimes takes reservations. A host also needs to be tactful and polite in a subtle way. If there is a long wait to be seated, it is the host's job to let the patrons know they will need to wait without making them angry about the wait. Host must always be alert, attentive and efficient. Good English and a genuine smile are important for this job. They are great team players, effective communicators, and have exceptional time management and customer service skills.

A cook is a restaurant worker who is responsible for preparing food items and menu items in accordance with company standards and guidelines. Cooks and chefs have their own vocabulary that is only used by them. The language of popular cookbooks can be a daunting combination of unfamiliar ingredients and cooking terms. Often instructions rely on French, Italian or Spanish phrases to describe a cooking process, or antiquated English terms that exist only in the professional kitchen. Understanding the terms can vastly improve your kitchen experience and the food you serve. There are different kinds of cooking positions, each with their own name and experience requirements. The type of vocabulary you will need may vary depending on the kind of restaurant you work at. Cooks work with a variety of restaurant staff members, so they need to have an ability to work in a team and very good communication skills to ensure the highest quality service.

A bartender is a service professional who prepares and serves alcoholic and non-alcoholic beverages. A bartender's job is to mix and serve the drinks. Most places require a

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special license to be a bartender, since you are often serving alcohol. Because of this, not every restaurant has bartenders. A bartender needs to know many different liquors and cocktails. It might also be a good idea to brush up on your small talk, as some customers really like talking with the bartender. More expensive restaurants might also have a sommelier, which is someone who specializes in fine wines. The phrases used by a sommelier are very different and specific to the wines they serve. They can assess a customer's requests and like to make great recommendations. Knowledge of a second language, particularly English is a great plus. A good bartender is friendly, organized, has a good memory and can communicate efficiently and effectively with a diverse group of customers.

A waiter or waitress is a professional who works in restaurants, bars, hotels and other food-serving and drinking establishments. They take meal orders and ensure smooth communication between the dining area and kitchen. Waiters and waitresses are some of the most visible employees of a restaurant. As a waiter, you will see and speak to many customers every day. Good English skills are important. There is plenty of repetition in this position, which you will learn quickly as you work. This job is also one of the easiest to practice, since you will find waiters in nearly every restaurant you visit. You can also collect some menus from your favourite restaurants or online and learn the different kinds of dishes you might have to serve. The waiters usually start off by introducing themselves. Depending on the atmosphere of the restaurant, they may try to make some small talk. If the restaurant has daily specials, the servers will tell about them.

A busser is a restaurant professional who is responsible for making sure that tables are set, silverware is placed correctly and glasses stay full. Not every restaurant has a busser, but they can be a huge help to the rest of the staff. A busser's job is to clear tables and refill drinks. They may also work directly with restaurant patrons to answer questions and provide other support as needed. Thus, bussers need to know how to be polite to customers. The normal amount of time for patrons to stay at their table varies by country, so it

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is not only essential to know a foreign language, particularly English, but also be aware of the cultural differences. In some countries, a busser might clear plates from a table as soon as the plates are empty. However, in other countries, patrons can have a long, relaxed meal and they usually stay at the table to talk long after they have finished eating. Great bussing not only increases check averages and the number of guests served, it creates a happier culture and better work environment for all involved.

The main things that the restaurant personnel is likely to need to be able to recognise, produce and respond to in English naturally include: invitations, offers, enquiries, requests, names of things and places in the restaurant, names of common foreign foods, names of common ingredients, descriptions of foods, small talk, compliments, thanks, body language and gestures.

There are some options for learning restaurant English. Visit restaurants owned by foreigners who speak English as their native language. Keep your eyes and ears open, and you will hear plenty of phrases and vocabulary repeated by the waiters, hosts and other restaurant staff. If you visit an open kitchen restaurant where you can see the food being prepared, you may even get to hear some cook staff English. Check out areas that are tourist-heavy. The tourism industry often uses English, and any restaurants in tourist hot spots are likely to have English-speaking staff.

To go behind the scenes into the back of a restaurant, you can watch restaurant shows or visit restaurants all over the world by watching some culinary travel shows. These are shows that focus on food and restaurants around the world. They will take you inside the restaurant business in a unique way. These shows not only teach you the English you might use in a restaurant kitchen, they also show you what it is like to work in one. You will hear the way restaurant staff members speak in different parts of the country or even round the world.

To conclude, the restaurant industry is one of the industries that constantly continue to rebuild their workforce improving the essential career skills. Businesses with strong communication networks are more likely to achieve

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their organizational goals. Teams that have good communication help team members collaborate effectively. Workplace communication plays a vital role in the development of an organization and is a central aspect of completing any job. A high-performance culture is created due to good workplace communication.

Restaurant and hospitality are two of the fastest growing industries in the world. There is a global need for thousands of professional people who can speak English and interact with international guests. Mastering English for professional purposes opens many doors to new career possibilities. You can make a great impression during a job interview with a global brand in your country, or you can get a better-paid job abroad, if you speak English as an advanced learner.

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