

<b>INTRODUCTION</b>
U1. An introduction to the hospitality and restaurant industries U2. Applying for a job U3. Interview for a job
<b>MYTHS AND HEROES</b>
U4. Auguste George Escoffier's role in culinary arts. U5. Celebrity chefs: a phenomenon
<b>SPACES AND FORMS OF POWER</b>
<b><u>At the kitchen</u></b>
U6. Kitchen tools, utensils and their uses U7. Kitchen rules and regulations U8. Culinary skills
<b><u>At the hotel</u></b>
U9. The hotel environment U10. Hotel jobs U11. Job applications U12. Jobs interviews U13. Giving directions inside and outside the hotel U14. Talking about travel options U15. Talking about facilities and services (u.19) U16. Meeting customer needs
<b><u>At reception</u></b>
U17. Taking reservations U18. Changing and cancelling reservations U19. Turning down booking U20. Suggesting alternatives U21. Explaining how things work in a hotel U22. Handling payments.
<b><u>At the bar</u></b>
U23. Serving drinks
<b><u>At the restaurant</u></b>
U24. Food service