


Bon appetit!

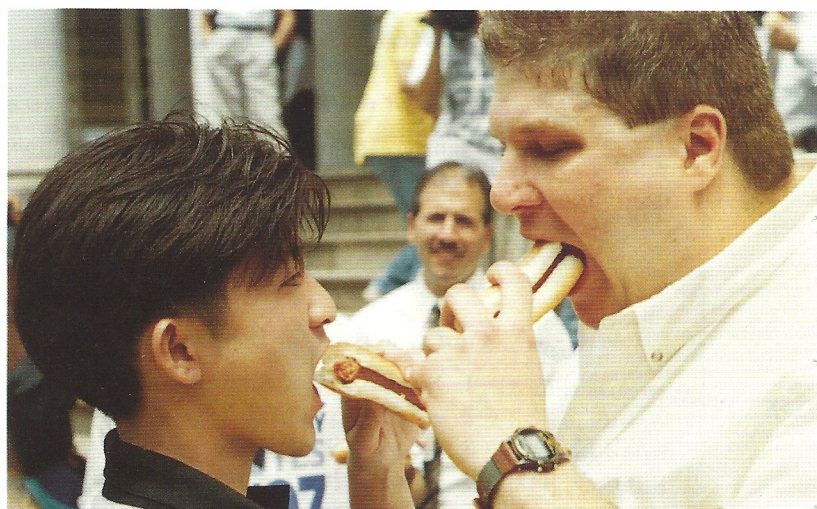
5.1 To whet your appetite ...


TOPIC VOCABULARY

- A** 1  Think of the area you live in, or the place you're studying in. Decide what is the best place locally to get the following things, and give your reasons:

fresh fruit bread and cakes a sandwich a quick snack a good, inexpensive meal
a typical local meal



- 2** Find out your partners' reactions to these photos:



- B** 1  Write down **THREE** examples of each of these types of food. Try to think of some **UNUSUAL** examples, not the most obvious ones. Use a dictionary if necessary.

Appetisers (starters) *avocado pâté*
Fish and shellfish
Poultry
Game
Herbs

Spices
Dairy products
Nuts
Desserts
Cakes and pastries

- 2**   Compare your lists and then discuss these questions:

- Which are your favourite foods in each category above?
- Imagine it's your birthday – write a menu, including all your favourite foods.
- What are specialities of your region or country? What are the ingredients required and how are they made?
- How important is food in your life? Do you 'live to eat' or 'eat to live'?
- Why is the title of this unit in French?

A

Read the article and decide which word (A–D) best fits each gap.

Feel free to protest

HOBSON'S CHOICE has taken on an added meaning at Berni Restaurants, the chain of more than 230 steak houses owned by Grand Metropolitan.

Nowadays if you don't like what is provided in your meal you don't pay. And that covers the service too.

Slow waitresses, soup-spilling waitresses, surly waitresses, and "please make up your mind" waitresses are out.

Under what Berni calls a customer service guarantee, diners who complain about either the meal or the service have their bill ¹ up. One of the intentions is to get round the traditional British habit of not complaining, but not going back either.

A poll conducted by Berni found that 60% of dissatisfied customers said they wouldn't go back to an offending restaurant. To ² down this reserve, the scheme was initiated by a group of Berni managers and tried out in the north of England, where results were sufficiently encouraging to ³ the scheme to the rest of Britain.

Armed with this knowledge and thinking that it didn't seem too difficult to get a free meal, I descended on the Berni Inn at Wimbledon, where my waitress was Martha, who failed to provide me with any ⁴ to use the repertoire of "Waiter, there's a fly in my soup" jokes I had rehearsed beforehand. The food proved a match for the service. Simon Smith, the manager, told me he had been pleasantly pleased at a lack of unscrupulous diners trying to take advantage of the scheme. Complaints had generally been ⁵.

In fact some people who did complain had to be ⁶ to leave the bill to him. Many had not even realised the scheme was operating.


"We're finding that those who complained and had their bill torn up are returning and bringing others with them. In the first five weeks we lost £1,000 in unpaid bills, but we're getting a lot of favourable ⁷ by word of mouth.

"I am sure we'll keep more customers longer this way."

James Allen


- | | | | |
|-----------------|---------------|---------------|--------------|
| 1 A broken | B brought | C thrown | D torn |
| 2 A break | B destroy | C diminish | D reduce |
| 3 A change | B replace | C spread | D transfer |
| 4 A food | B opportunity | C possibility | D scope |
| 5 A correct | B exaggerated | C excessive | D justified |
| 6 A forced | B ordered | C persuaded | D requested |
| 7 A advertising | B propaganda | C publicity | D publishing |


B

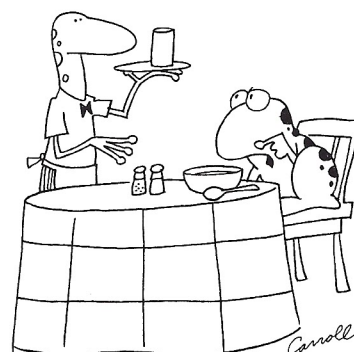
 Discuss these questions:

- Could the Berni scheme operate in restaurants in your country?
- Have you ever complained (or been with someone who complained) in a restaurant? What happened?
- What other situations have you actually been in where you made a complaint?
- What are the qualities of a good restaurant? Describe a good restaurant you have been to and a bad restaurant you remember going to.

C

 Listen to some 'Waiter, waiter!' jokes.

 Role-play a conversation between a dissatisfied customer and a courteous waiter or waitress.



"Waiter... there are no flies in my soup!"

5.3 Running a restaurant

READING AND SPEAKING

A



Discuss these questions:

- What do you think are the pros and cons of running a restaurant? Would you like to run a restaurant? Give your reasons.
- If you were going to open a restaurant or café near where you live, what kind of food would you serve? What kind of atmosphere would you try to create?
- From a restaurateur's point of view, what are the attributes of an ideal customer?
- From a customer's point of view, what are the qualities of a good restaurant?

B

Seven paragraphs have been removed from this article. Choose the most suitable paragraph from the list A–G for each gap (1–7) in the article.

The British are coming

"A stone's throw from the Palais des Festivals," says the Michelin Guide. "Pleasant dining room, partly vaulted, recently redecorated: pearl-grey walls, plum furniture and careful lighting. Specialities: foie gras in a potato ribbon; fillet of bass in mussel soup; passion fruit sorbet."

But the bit that matters lies just to the left of that sober piece of text: a single, discreet rosette. It was awarded, last week, to a new Cannes restaurant called Neat, named after its chef, Richard. He has just become the first British restaurateur since the Second World War to win a Michelin star in France.

1

"I suppose it would have been sensible to be a little apprehensive," he says. "But to be honest, I didn't even think about it. I'm surrounded by professionals, and provided you're honest, provided you serve up a quality product for a reasonable price, you'll do well. That's always been my philosophy, and it's the same here."

2

"In a way, I'm a pure product of France," he says frankly, drawing on a post-lunch cigarette. "I've been working in France or with French people for the past 18 years. It wouldn't be honest or sensible of me to be aggressively British about anything – and I'm hardly about to bite the hand that feeds me."

Nonetheless, his rapid promotion to one-star status in France, an honour for which many French chefs spend years slaving over hot vol-au-vents, has raised eyebrows. The local press has had a field day, and even national television has made the trip down to the chic Mediterranean resort town where Neat, 33, settled with his French wife Sophie in September.

Cannes was, he says, a very deliberate choice for his new venture. It was a challenge he set himself after giving up Pied à Terre, getting married and taking off on a two-year extended honeymoon to India (during which, Neat admits, he did very little except perfect his crawl in various hotel swimming pools and become a "really rather good" amateur chess player).

3

"Cannes has a longer season than anywhere else. There are film, TV and music festivals here, conferences and congresses from January to November. And there are 150,000 Brits living within 45 minutes' drive, plus another 50,000 every summer."

4

That being no way to run a restaurant, the Frenchman was "practically on his knees, begging us to buy it" seven months later; Neat was born, and at roughly half the price its owners would have had to pay for it half a year earlier. The restaurant, redecorated by Sophie, seats 45 in winter and will take 55 when the terrace is open in summer.

Finding the right staff was no problem, Neat says – though in the end they came from a somewhat unexpected source. The first hire was Mike, an old acquaintance from the Manoir, who was on holiday in Cannes and visiting a girlfriend at the Carlton Hotel nearby.

"He recognised the name and showed up two weeks after we opened," Neat says. "He came in for a coffee and about half an hour later was asking for a job. I told him working here was different to being on holiday, but he was back in a week with his knives. It was a fait accompli."



5

A battalion of Brits behind the saucepans didn't exactly go down a bundle with the local restaurateurs, however, particularly when the sought-after star came Neat's way. The reaction from the local trade was, he concedes, "underwhelming". But his customers – the congress business, a highly enthusiastic British community, and a small but growing band of Frenchmen – are delighted.

"Sophie tells me the French who come in here are a little bit sceptical at first," Neat says. "But they take the plunge, they see it's a professional operation, they like what they eat – and they come back."

6

There are many in Britain, and a growing number in France, who will dispute the value to a restaurant of a Michelin star. The venerable red guide, which this year celebrates its 100th anniversary, is accused of favouring the traditional over the inventive, and of placing as much emphasis on the fripperies as on the food. More than one chef in both countries has turned down a star.

But Neat, unashamedly, is not one of the doubters. "I've worked in gastronomic restaurants for 13 years now," he says. "I like working in them because you can charge enough to buy the best produce, to get top personnel, and to attract the best clientele – people who really enjoy their food, are knowledgeable about what they're doing."

7

So would he like a second star? "One, two, three, I don't know," he says. "I want to run a good restaurant, but I want a life too. Right now the most important thing is that I can do that right here – and wear shorts and sunglasses 10 months of the year."

John Henley

- A** "It's a fact that gastronomy is judged in certain ways. Now I didn't set the goalposts, but I know what they are, and Michelin is the most creditable organisation currently giving ratings to gastronomy. I want to run a restaurant I'm proud of, and Michelin is the measure."
- B** "This was a good place for a lot of reasons," he says. "Sophie studied at Nice just along the coast, and the south of France is her adopted home."
- C** A month later came Elliot, a friend of Mike's "who does the pastry". Then Warren, Neat's old sous-chef at Pied à Terre, pitched up, and finally Jimmy, who was a good friend of Warren's. It's the best way to recruit people, Neat says: everyone can vouch for everyone else.
- D** Neat's three-course lunchtime menu is priced at 220 francs, and the dinner equivalent is 270 francs: good value by Cannes' standards and a downright steal by London's. The dishes, with the exception of his trademark snails with mushrooms and garlic purée, are all new since the chef's Pied à Terre days.
- E** Nor, he points out diplomatically, can the quality product he is serving up be described as English in any meaningful sense of the word. Having served under such French gurus as Raymond Blanc at the Manoir aux Quat' Saisons and Joel Robuchon in Paris, and spent 14 months with "the great unwashed" Marco Pierre White to boot, he is definitely more cuisinier than cook.
- F** It took the couple and their business partner, Frenchman Bruno Asselin, some time to find the right venue, on the Place Mérimée about 30 yards from the Congress Centre. When they first arrived, the place had just been bought by a former French textiles executive who "rather fancied running a little bistro to keep himself from getting bored in his retirement," Neat says.
- G** Words like coals and Newcastle may spring forcefully to mind, but Neat – formerly of the ritzy two-star London eatery Pied à Terre – insists he is not out to prove any kind of nationalist point, even if five out of the six kitchen staff in his new venture are English and it only took him six months to pick up the honour.



Ask your partners these questions:

In an average week . . .


- How often do you eat lunch out? How often do you eat dinner out?
- How many meals do you prepare or help to prepare?
- How many times do you lay the table and do the washing-up?
- How often do you go shopping for food items?
- How often do you eat as a family?
- How do your habits compare with those of a 'typical person' from your country?


5.4 The passive – 1

GRAMMAR REVIEW

A  Discuss the differences in emphasis (if any) between these sentences:

- I'm afraid all the cakes **have been eaten**.
I'm afraid I've eaten all the cakes.
- Arsenal beat Chelsea in the final.
Spurs **were beaten** in the semi-finals.
Manchester United **were beaten** in the quarter-finals by Southampton.
- He thinks people are plotting against him.
He thinks he's **being plotted against**.
- The dough **was rolled out** and then **cut** into teddybear shapes.
We rolled out the dough and then we cut it into teddybear shapes.
- There was nothing to do.
There was nothing **to be done**.
- My wallet **has been stolen**!
That man stole my wallet!
Someone has stolen my wallet!
I've **had** my wallet **stolen**!

B  **Highlight** all the passive verbs and passive participles in *Feel free to protest* on page 55. Discuss why the passive, rather than the active, has been used in each case. If each example is rewritten using an active verb, what difference does this make to the tone, style or emphasis?


C  Rewrite these sentences using the passive: the subject can be omitted where it seems irrelevant or misleading. Your rewritten sentences should be compared with a partner's.

- Someone told us that the bill would include service. *understand*
We were given to understand that service would be included.
- A friend told me that the college has awarded you a scholarship.
- The crash badly damaged both cars but it didn't cause the injury of anyone.
- After the lifeguard had rescued the bather, an ambulance took him to hospital.
- After the surgeon had operated on him, she told him to stay in bed for a week.
- People all over the world buy McDonald's hamburgers.
- Everton held Liverpool to a draw.
- Thousands of demonstrators may crowd into the square tonight.
- We expected the plane to land at noon, but something has delayed it. *schedule*
- The rain brought about the cancellation of the tennis match. *rain off*
- They had masses of requests for free samples of the new product. *flood*
- Someone has seen an escaped prisoner, whom the police believe to be dangerous.



5.5 Adjectives and participles

VOCABULARY DEVELOPMENT

A  Discuss the differences in meaning between these pairs of sentences:

- | | |
|-----------------------------------------------|-----------------------------------------------|
| 1 She has a talking parrot. | Have you heard her parrot talking ? |
| 2 She is an old friend. | My friend is quite old . |
| 3 All the people concerned were there. | All the concerned people were there. |
| 4 It wasn't a proper meeting. | The meeting proper began at 9. |
| 5 The members of staff present . | The present members of staff. |
| 6 Is he the person responsible ? | Is he a responsible person? |
| 7 I have a friend living in London. | She has no living relatives. |
| 8 He is a complete idiot. | The complete meal cost a mere £5. |
| 9 She has an elder brother. | Her brother is elderly . |
| 10 The film had a very involved plot. | The actors involved were unconvincing. |

Position of adjectives (tasty) and participles used as adjectives (tired or tiring).**1 Most adjectives and participles are normally placed before a noun or after a verb:**

appetising delicious delicious-looking frightened good-looking happy home-made
lonely refreshing similar sleeping tasty etc.

He is a very **good-looking** man.

He is very **good-looking**.

That was a really **tasty** meal.

Those buns look absolutely !

2 A few adjectives are normally only placed before a noun (not after a verb):

mere sheer complete utter total downright

It took a **mere** hour to finish. This is **sheer** madness.

The journey was a(n) disaster. The meal was a success.

3 A few adjectives are normally placed after a verb (not before a noun):

afloat afraid alight alike aloft alive alone asleep awake
well unwell ill content

Are you **awake** yet? I don't feel very **well**.

The fire isn't yet. Don't leave the baby all night.

Shh! The baby's in its cot. Her two sisters look

4 A few adjectives are normally placed after a noun:

galore manqué elect present (= attending) proper (= itself)

There was food **galore** at the party. He is an artist **manqué**.

The president takes office next month.

5 A few adjectives and participles can sometimes be placed after a noun, rather than before it:

concerned (= affected) responsible (= who did it) involved (= included)

imaginable (after a superlative)

All the people **concerned** have been notified.

That was the most disgusting meal !

6 A few adjectives and participles can come either before or after a noun:

affected available required suggested obtainable

All the people **affected** have complained. = All the **affected** people have complained.

Work expands to take up the time = Work expands to fill the time.

7 Most participles used as adjectives (ending in -ing, -ed, -en) and most adjectives ending in -able and -ible are placed after a noun when extra information is given afterwards – as if in a relative clause:

These are delicious cakes (which have been) **made** according to my own recipe.

How high are the mountains (which are) **visible** in the distance?

I love the smell of cakes (which are) in the kitchen.

The houses (which were) in the storm have been repaired.

A survey by Berni revealed some unexpected information. (see 5.2)

Insert suitable adjectives from B before or after the nouns in green in these sentences:

- 1 Do you have all the **ingredients**?
- 2 I object to his **rudeness**.
- 3 Don't forget to follow the **guidelines**.
- 4 The **people** have all been arrested.
- 5 Never wake a **baby**.
- 6 In the sale there were **bargains**.
- 7 I'd love a **glass** of lemonade.
- 8 Can I try one of those **cakes**?
- 9 She is the nicest **person**.
- 10 It seems to me that he is a **fool**.
- 11 The **meeting** began promptly.
- 12 Some of the **people** fell asleep.



5.6 Making notes

WRITING SKILLS

- A** 1 Read the report through. **Highlight** the main points.

Bottled water condemned as 'vast con'

BOTTLED water was one of the "great confidence tricks of modern times" with customers paying 700 times more in the supermarket than for the same quality from the tap, the Water Companies Association said yesterday.

Attacking the bottled water industry for being "vastly over-priced", Pamela Taylor, the chief executive, said there was little to differentiate it from tap water.

Its marketing was based on associations with sport, health and fitness which had no basis in truth, and its packaging and distribution were environmentally damaging, she said.

The difference in price between bottled water and tap water was comparable to the gap in cost between running a Ford Escort and a light aircraft. If household water supplies were charged at the same rate as bottled water, the average household bill would rise to £77,000 a year.

One of the reasons consumers believed bottled water tasted better was because they stored it in the fridge. If tap water was bottled and kept in the fridge it would be impossible to tell the difference, the association said.

Tap water was more tightly controlled than bottled water. The Drinking Water Inspectorate reported last year that 99.7% of all samples passed purity tests. Almost 2% of bottled water failed the same tests, meaning

that 10 million litres of bottled water with unacceptable levels of bacteria were sold in British supermarkets each year.

The association also criticised the labelling of bottled water. Table and purified water could be and often were simply bottled tap water. Spring and natural water often had to undergo similar treatment to tap water before it could be bottled.

One of the most telling arguments against bottled water was the harm the trade caused to the environment.

Mike Walker, the association's head of policy, said: "While the bottled water industry is keen to market its product by using natural beauty and unspoilt countryside, bottled water is far more environmentally damaging than tap water. Many of the UK's major brands use plastic bottles. Most of these end their lives in landfill sites."

The transportation of water from places as far away as Israel, Japan, South Korea, and water-short countries such as India and Kenya was condemned as unnecessary and wasteful.

Robert Hayward, the director general of the British Soft Drinks Association, said bottled water was a booming business. "The growth is the result of consumer choice. Consumers buy our products because of their taste, their consistency of quality and their convenience."

Paul Brown

- 2** Look at the notes below. Two important points are missing from each set of notes – add these to the notes. Then decide which style of notes might be most helpful for YOU if you were going to write a similar report.

Water Companies Association say bottled water is a con:

marketing: associations with 'sport, health, fitness' – no basis in truth

price: bottled water costs 700 times more than tap water

purity: tap water more closely controlled: 99.7% of tap water

passes tests. 2% of bottled water fails same tests – 10 million litres with unacceptable levels of bacteria sold each year

labelling: misleading because 'table water' + 'purified water' often just bottled tap water – 'spring water' + 'natural water' has to undergo same treatment as tap water before bottling

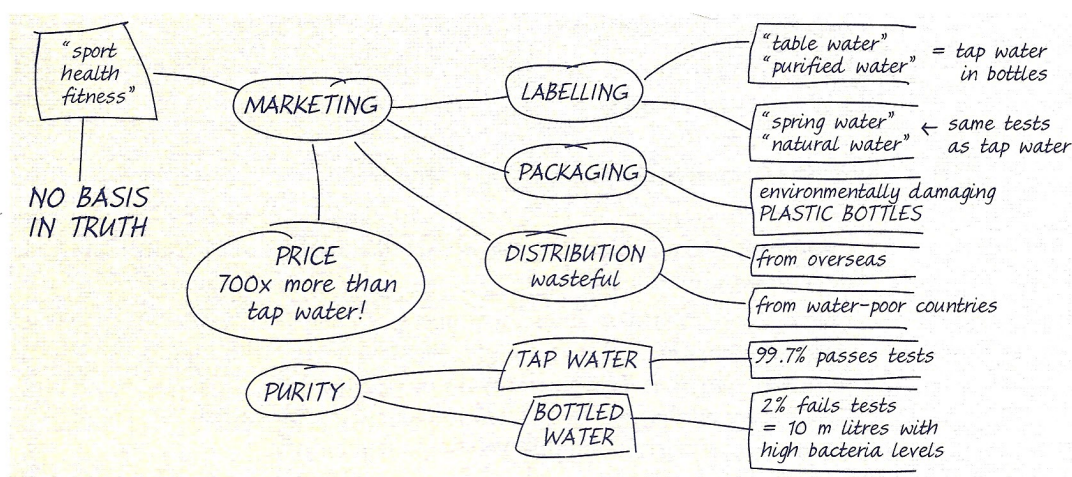
distribution: transportation from places overseas + water-short countries unnecessary + wasteful

British Soft Drinks Association say: 'Consumers buy bottled water because they prefer its taste, consistent quality and convenience'

Water Companies Association say bottled water a con:

marketing: associations 'sport, health, fitness' - no basis in truth
 price: 700 times higher
 taste: stored in fridge - tap water in fridge same
 labelling misleading: 'table water' + 'purified water' bottled tap water - 'spring water' + 'natural water' same treatment as tap water before bottling
 packaging: environmentally damaging - plastic bottles

British Soft Drinks Association say: Consumers prefer taste, consistent quality + convenience of bottled water



- 3 List the advantages and disadvantages of each type of notes. If you use a different style altogether, what are the advantages of your style of notes?

- B 1 You'll hear a radio programme about the Fairtrade scheme. MAKE NOTES on the main points that are made.

- 2 Compare your notes with a partner's. Rewrite your notes before you write an article on this topic:

How can schemes like Fairtrade improve the quality of life for farmers in developing countries? (300–350 words)

3.3 oz
GOURMET PERCOL

FAIRTRADE COLOMBIA
ARABICA COFFEE
FOR FILTERS & CAFETIERES

Testimonials:

- "Fairtrade gives us several advantages. It means we can invest in our education, our health, organic farming methods and growing the highest quality coffee."
Raul del Aguila, Peru.
- "Fairtrade is best - we sell to people who we believe can do us justice. My children have been going to school because of the coffee."
Paskazia Mpangu, Tanzania.
- "We have seen achievements. Now I have money to buy clothes for my children, to build my house. Day by day things are improving, because of the better price."
Mario Hernandez, Nicaragua.

Guarantee a better deal for Third World Producers


Excellent **cafédirect**
from the growers

ORGANIC MACHU PICCHU
MOUNTAIN SPECIAL

MEDIUM ROAST
100% ARABICA FILTER & CAFETIERE

5.7 **should and be**

ADVANCED GRAMMAR

A 1  Decide which alternatives fit into the gaps – in most cases more than one alternative can be used.

- 1 It's important that he told the truth.
is be should be will be is going to be
- 2 I insist that I my money back after such a terrible meal.
given be given was given am being given should be given
- 3 This is a big problem – what do you think I ?
shall do should do ought to do can do
- 4 We were all sitting watching TV when who but Billy.
could arrive would arrive should arrive did arrive
- 5 I'm sorry that you upset about this.
feel do feel will feel should feel ought to feel



B Study these examples before doing C below.

Reactions When expressing reactions, using *should* is more formal, and sounds rather less direct than a present tense:

I'm very sorry that you **should** feel upset.
It's a pity that she **should** not be on speaking terms with him.
It's interesting that they **should** want to visit us.
It's disgraceful that we **should** have to pay extra for service.
It has always worried me that he **should** feel lonely.

Suggestions and recommendations Using *should* or *be* + past participle tends to sound less bossy and more formal than a present tense. Compare these pairs of sentences:

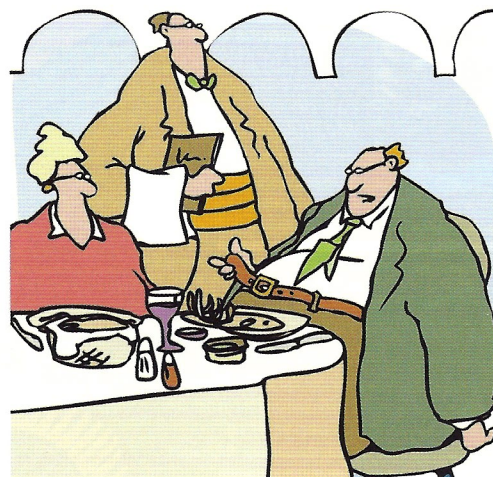
I recommend that he **should take up** cooking as a career.
I recommend that he **takes up** cooking.
I suggest that she **should be asked** to make a speech on our behalf.
I recommend that she **is asked**.
I propose that she **be given** everything she needs.
I propose that she **is given** . . .

Should can also be used in **conditional** sentences like these:

If you **should** meet Tim, give him my regards.
Should the doors be locked, the key may be obtained from the caretaker. (see 13.4)

C Complete these sentences, using *should* or *be* + past participle:

- 1 It is very important that you before you start writing.
- 2 It is absolutely essential that he his work on time.
- 3 I insist that the washing-up before you go out for the evening.
- 4 It's wrong that the government tax on petrol.
- 5 It's a nuisance that we so much homework at the weekend.
- 6 It's necessary that
- 7 I'm disappointed that
- 8 It's awfully sad that
- 9 It bothers me that
- 10 I propose that Jill president of the society.
- 11 If you questions, please do not hesitate to ask.



"One more notch. Room for dessert."