

EASY READING BROCHURE

What to Know When You Eat in a Restaurant

**An information brochure for adults
with low English literacy**



EASY READING



Vecova Centre for Disability Services and Research is a leading-edge, registered not-for-profit charitable research and service organization that has been building the capacity of persons with disabilities and enriching communities through leadership, innovation and collaboration since 1969. Affiliated with the University of Calgary we are recognized as a leader in the field of disability services and research.

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What is an Easy Reading Brochure?

Plain language is a way of writing so that more people can understand the information. There are some things we do with plain language that you would not see out-side of plain language.

For example, words like understand and outside, used in the first paragraph, have a - in the middle. This helps to make a longer word that is made of more words, easier to read.

We also use things like square brackets and definitions:

Square Brackets []

Some-times you will see square brackets, like these [], beside a word. The letters between the brackets are there to help people learn how to say the word.

Definition Box

Some words you see will have a box around the word like "Definition Box" to the left. Beside each box, there will be a paragraph that has an line around it, like this one. This is to help people learn what the word means.

Total operating revenue for the food services and drinking places industry in Canada was \$47.1 billion in 2010, up 3.2% from 2009.

- Services Bulletin, Statistics Canada

You will learn about:



Reservations



What is a Dress Code?



Common Manners



Table Settings



Common Menu Items



Tipping Your Server

In July 2012, Alberta had the largest increase in sales in the food services and drinking places industry out of all provinces at 2.2%.

- The Daily, Statistics Canada

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Reservations

When you know what to do in a restaurant [rest-or-on-t], it gives you confidence [con-fi-denn-ss].

Some restaurants allow you to call ahead and make a reservation

If you have a reservation you need to get there early or call the restaurant to let them know you will be late

Restaurants have rules.

These rules are here to help you feel relaxed [re-lax-ed] at a restaurant.

They will help you and others have a good time.

Some restaurants let you make a reservation [rez-er-vay-shun].

Reservation

You call the restaurant before you go to tell them what time you want to eat.

If you do not want to wait in line, be sure to make a reservation and they will save a table for you.

Some places do not let you make a reservation.

If you have a reservation,
you should remember to:

- Arrive at least 10 minutes early
- Call the restaurant if you will be more than 15 minutes late
 - If you are late, the restaurant can give your table to some-one else
- Be sure to call the restaurant if you can not keep your reservation
 - This way another person can make one



2

What is a Dress Code?

Some restaurants will tell you how you need to dress.

This is called a dress code.

You need to dress the way the restaurant wants you to dress.

Some restaurants have dress codes

You can either dress business casual or casual

There are some reasons why a dress code is important to follow.

- It shows respect to the restaurant and to other people who are there
- It will help you feel like you belong there
- You may not have fun if you dress in jeans and a t-shirt when every-one else is in a suit or dress.
- The restaurant may not let you eat there if you do not follow the dress code
- Most places will not turn you away if you are in nice clothes



If you do not know what to wear, call the restaurant to ask them.

There are 2 main dress codes:

1. Casual [ka-shu-al] dress code
2. Business casual dress code

Casual Dress Code

Casual dress is when you wear clothes that make you feel relaxed.

Casual dress can be:

- For men, clothes like jeans, shorts, t-shirts, and regular shoes
- For women, clothes like jeans, shorts, t-shirts, tank tops, skirts, and regular shoes

Business Casual Dress Code

Business casual is when you wear nicer clothes than for casual dress.

Business casual dress can be:

- For men, clothes like nice pants (not jeans), a dress shirt, a nice jacket, and dress shoes
- For women, clothes like nice pants, a blouse, a nice jacket, a dress, and dress shoes



3

Common Manners

There are many things to think about when you eat at a restaurant.

These things will help you have a good time.

There are common table manners that will help you have a good time at a restaurant

Avoid using your cell phone at the table

Table Manners

- Do not sit at a table if it has not been cleaned
- Do not snap your fingers to get the server's attention
- Say thank you when the server brings some-thing to you
- Do not reach for food, ask for it
- Do not take food from a plate when it is being passed to some-one else
- Do not slurp your soup
- Wait until every-one at the table has their food before you start to eat
- Chew with your mouth closed
- Do not talk with food in your mouth
- Say thank you when some-thing is taken away from the table
- It is okay if you can not finish your food
 - You can ask to take the rest home





- Limit how much alcohol you drink
 - When some people drink too much alcohol they can become rude
- Do not use a tooth-pick at the table
- Do not apply make-up at the table
- Do not blow your nose at the table
 - Excuse yourself and go to the rest-room
- Do not spit into your napkin at the table
- If you have gum, put it in the garbage before you get to the table

Cell Phones



- It is best to turn your cell phone off
- If you are waiting for an important call, set the phone to vibrate or set your ring volume on low
 - Let every-one know you might have to answer your phone
- Leave your cell phone in your purse or in a pocket
- If your phone rings, leave the table
 - This way you will not distrub the people around you
- It is rude to talk on your phone when the server is ready to take your order

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Table Setting

There are many ways to set a table.

A common table setting is:

- On the left side of the plate from left to right:
 - Salad fork
 - Dinner fork
- On the right side of the plate from left to right:
 - Dinner knife
 - Soup spoon
 - Tea spoon



Some restaurants will have a bread plate on the table beside the forks.

If you order meat for your main dish, most places will bring you a steak knife when your food comes to the table.

If your silver-ware is not clean, tell your server. They will bring you clean silver-ware.

If you do not know what fork or spoon to use first, the most common way is to use what is farthest away from the plate first. You can ask your server or some-one at your table.

▶ There are many ways to set a table

▶ Start with the fork or spoon that is farthest from the plate

5 Common Menu Items

The most common English menu items are:

- Appetizer [ap-a-ties-er] or starter:
 - Food served before your main dish
- Soup and salad:
 - You can have a small size soup or salad before your meal or you can have a big size as your meal
- Entrée [on-tray]:
 - Your main dish
- Dessert
 - Food that is served at the end of the meal

Common menu items are appetizers, soup and salad, entrée, and dessert

You can ask to have an item added or removed from your meal

There are many different food items from different cultures around the world

Special Diets and Changes to Menu Items

If you have a special diet that you need to follow for health reasons, call the restaurant before you go there. This will help make sure that the restaurant can meet your diet needs.

If there is an item on the menu that you want but you do not like some-thing in it, you can ask to have it made with-out that item.

There may also be some-thing that you want added to a menu item. You can ask your server to add it.

When you ask your server to have some-thing changed, be polite.

You need to know that some-times the change can not be made.

If you can not get what you want, be polite. Ask for more time to look at the menu to pick a different item.



Food From Different Cultures

There are many restaurants that offer food from different cultures.

The menu may not be in English and you may not understand it.

Do not be afraid to ask your server if you do not know what a menu item is.

You can point to some foods you want to order if you can not say it.

On the next page there are some menu items of common cultural restaurants.

They are here so you can see what some of the words look like in a different language.



Chinese

- Chinese Brunch: Dim Sum
- Vegetables: cāi
- Rice: fàn
- Chicken: jī
- Shrimp: xiā
- Noodles: miàn
- Duck: kaoyā
- Pork: zhū ròu
- Beef: niúròu
- Crab: páng xiè
- Spicy food: là
- Dumplings: shui jiao





French

- Cocktail, pre-dinner drink: Apéritif
- Snack: Amuse-bouche or amuse-gueule
- Appetizer/Starter: Entrée
- Main Course: Plat principal
- Cheese: Fromage
- Dessert: Dessert
- Coffee: Café
- After-dinner drink: Digestif
- Wine menu: La carte des vins



Greek

- Bread: Psomia
- Appetizers: Orektika
- Snacks: Mezethes, mezedes
- Assortment of appetizers or snacks: Pikilia (or Poikilia)
- Salads: Salate
- Soups: Soupes
- Leafy Vegetables: Hortarika
- Vegetables: Azania
- First course: Prota Piata
- Main course (or Entrée): Kyria Piata
- Meat dishes: Kreatika
- Chicken: Poulerika
- Fish: Psaria
- Seafood: Thalassina
- Pasta: Zymarika
- Dessert: Epithorpia (or epidorpia)
- Alcoholic drinks: Pota
- Wine: Krasia
- Non-alcoholic drinks: Rofimata
- Soft drinks: Anapsyktika





Italian

- Appetizers: Antipasti
- Soup: Zuppa
- Bread: Pane
- Salad: insalata
- First course (usually pasta): Primi Piatti
- Main course: Secondi Piatti
- Main dish (usually meat): Piatto Principale
- Dessert: Dolce

Vietnamese

- Appetizers: Khai Vị
- Salad: Gỏi
- Soup: Phở
- Entrée: Món Ăn
- Dessert: Tráng Miệng



Thai

- Soup: Tom
- Salad: Yumm, Yam
- Water: Nam
- Curry: Kaeng
- Chicken: Kai
- Noodles: Kanum, Mee, Mii, Sen
- Stir-Fry: Pad, Padd, Phad
- Rice: Kao/Khao
- Prawns: Kung Foi
- Pork: Moo
- Beef: Neua
- Duck: Ped
- Crab: Phoo, Poo
- Fish: Pla, Plaa
- Tofu: Taohoo





Japanese

- Rice cooked with curry sauce: Kare Raisu
- Rice balls (with some-thing in centre): Onigiri
- Watery rice or soft cooked rice: Kayu
- Cooked rice with toppings: Domburi
- Rice with other foods, like raw fish and sea-food: Sushi
 - Rice ball with fish, shell-fish, shrimp, or eel on top: Nigiri
 - Small cups made with dried sea-weed and rice with sea-food in the middle: Gunkan
 - Rice and dried sea-weed rolled with sea-food in the middle: Norimaki
 - Cone made with dried sea-weed filled with rice and sea-food: Temaki
- Thinly sliced raw fish and sea-food: Sashimi
 - Tuna: Maguro
 - Fatty tuna: Toro
 - Prawn: Ebi
 - Mackerel: Saba
 - Squid: Ika
 - Octopus: Tako



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Tipping Your Server

It is your choice to leave a tip.

▶ You can choose to leave a tip

▶ Some restaurants add a tip to the bill

▶ How much you tip depends on the service you received

There are some restaurants that will add the tip to the bill. They often do this if you are in a large group.

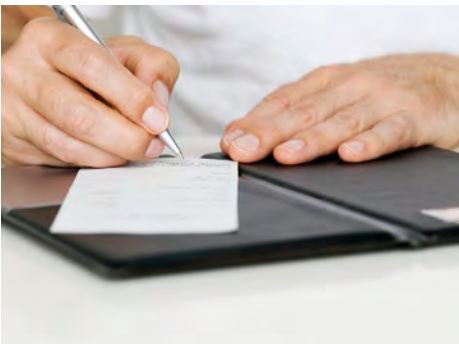
If you are not sure if the tip will be added to the bill, ask your server before you order.

Some-times, like at a buffet, it is ok to leave a smaller tip than you would at a full service restuarant.

How much you tip is based on how good your service was.

This can be:

- How well your server treats you
- If your server answers your questions
- If what you ordered comes and is right
- If your server helps make changes for you



Treat your waitress with respect. Just because she's serving you food doesn't mean she's a servant.

- www.oprah.com

Please think of the environment when printing this brochure.

Please print double sided.

What to Know When You Eat in a Restaurant is an information brochure developed for adults with low English literacy created by Vecova, located in Calgary, Alberta, Canada.

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