

ENGLISH FOR WORK / ENGLISH FOR KITCHEN TEAMS

Cooks and Kitchen Staff **English**

Clear calls. Coordinated kitchens.



Phil Stilwell

© 2026 Phil Stilwell. All rights reserved.

No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means without prior written permission from the author, except as permitted by law.

Eight practical lessons. Eleven extended conversations.

Vocabulary, phrase banks, guided speaking, and explained answers.

Revised 2026 edition / Upper-intermediate to advanced

Your route through the book

01 Clarifying a prep list, page 4

Clarify an ambiguous prep quantity, confirm the recipe basis, and read back the instruction before production starts.

02 Reporting deliveries and stock discrepancies, page 14

Report a delivery discrepancy using observed quantities, attributed statements, and a clear receiving decision owner.

03 Reading tickets and modifications, page 26

Distinguish a replacement ticket from an added order and keep a one-item substitution linked to the current quantity.

04 Coordinating the pass, page 36

Answer a whole-ticket readiness question with a precise split of completed work, remaining work, and estimated timing.

05 Communicating a shortage and an alternative, page 48

Quantify a shortfall, present a proposed alternative, and assign responsibility for obtaining the diners' decision.

06 Checking dietary modifications, page 60

Upgrade a simple omission request to an accurately communicated allergy review without inventing ingredient or handling assurances.

07 Reporting equipment and dish-station needs, page 72

Report an observable equipment problem, identify the affected work, and request review and a verified alternative.

08 Closing and handing over unfinished work, page 83

Transfer unfinished closing work with explicit acceptance while preserving separate counts, reviews, and completion states.

[Professional communication notes, page 3](#)

[Three additional workplace cases, page 97](#)

[Answers and explanations, page 110](#)

[Phrase finder, page 164](#)

[Vocabulary index, page 166](#)

[References and publication notes, page 171](#)

Suggested study range: B2-C1. This is an editorial study range, not a certified proficiency assessment.

Say the quantity. Name the stage.

Kitchen communication needs to be brief enough for service and complete enough to prevent mistakes. Numbers need units, revised tickets need a clear total, and ready must identify which items have actually reached which stage.

A number needs a unit

Twenty-four portions, containers, and liters describe different amounts. Confirm the intended unit before starting a batch, then keep it visible on the prep list and in the read-back.

"Twenty-four portions from the current recipe, not twenty-four containers."

A revision can replace

A second slip is not always an additional order. Confirm whether it replaces the earlier ticket, identify the current total, and keep a substitution attached to the correct item.

"Revised ticket 41 replaces the old quantity: three tarts total."

Partial progress is useful

State what is complete and what remains. Two plates at the pass do not make a four-main ticket ready. An estimate for the remaining work is not a finished-table call.

"Two plated, two still at the station; current estimate four more minutes."

Keep the next owner visible

A shortage, allergy question, equipment fault, or unfinished closing check needs a responsible person. Name the actual next step without pretending an unresolved review is complete.

"The server will obtain the diners' choice before the proposed substitution is used."

Professional boundaries

All kitchens, tickets, quantities, and incidents are fictional. This book teaches workplace English, not culinary certification, food-safety procedures, medical advice, or equipment repair. Follow current local requirements, approved recipes, allergen controls, equipment instructions, and emergency procedures. No example authorizes serving unverified food, bypassing a control, or repairing faulty equipment.

A Read the situation

LESSON 01 / CLARIFYING A PREP LIST

Clarify an ambiguous prep quantity, confirm the recipe basis, and read back the instruction before production starts.

Twenty-four of what?

The prep list says "soup: 24" without a unit. Yesterday's sheet used portions, while a storeroom label uses containers. Prep cook Asha has not started a batch. Lead Mateo intended twenty-four portions from the current recipe, not twenty-four containers. Asha needs to ask about the unit, confirm the current recipe, and make the corrected instruction visible. The conversation supplies no container capacity, portion volume, ingredient weights, or recipe conversion factor. Those details must come from the actual approved recipe and production arrangements, not from guessing what the number means.

People: Asha, Prep cook; Mateo, Kitchen lead.

Read the record

Choose one answer per question using the facts above.

1. What is missing from soup: 24?

- A. The word soup
- B. The number itself
- C. A confirmed completed batch
- D. The unit

2. What did Mateo intend?

- A. Twenty-four portions from the current recipe
- B. Twenty-four containers regardless of size
- C. Twenty-four liters established by the brief
- D. Yesterday's recipe without checking

3. What has Asha started?

- A. A completed soup service
- B. An invented conversion calculation
- C. No batch yet
- D. Twenty-four containers

[Answers and explanations, page 110](#)

B Vocabulary in use

CORE TERMS

prep list

Record of food-preparation tasks and required quantities.

clarify the prep list

portion

Specified amount intended for one serving or defined use.

prepare twenty-four portions

batch size

Amount to be produced in a particular batch.

confirm the batch size

portion size

Specified amount allocated to each serving.

follow the portion size

container capacity

Amount a particular container can hold.

verify container capacity

standardized recipe

Defined recipe specifying ingredients, method, and yield for consistent production.

follow the standardized recipe

mise en place

Ingredients, equipment, and organization prepared for the work ahead.

organize mise en place

batch

Quantity produced together in one preparation cycle.

plan the batch

recipe yield

Quantity or number of portions an approved recipe produces.

check the recipe yield

unit of measure

Stated basis such as grams, liters, containers, or portions.

name the unit of measure

production quantity

Amount planned for preparation.

confirm the production quantity

current recipe

Recipe version established for the present task.

use the current recipe

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

prep list PREP LIST

clarify the prep list

Keep the meaning precise: Record of food-preparation tasks and required quantities.

recipe yield RECIPE YIELD

check the recipe yield

Keep the meaning precise: Quantity or number of portions an approved recipe produces.

B Precision and professional shorthand

EXTEND YOUR RANGE

recipe version

Identified edition or revision of a recipe.
confirm the recipe version

ingredient weight

Mass of a recipe component.
verify the ingredient weight

tare

Container weight excluded to determine the contents' net weight.
account for the tare

gross weight

Combined weight of contents and relevant container or packaging.
distinguish gross weight

prep target

Required output for a preparation task.
confirm the prep target

clarification

Question or explanation that resolves an ambiguity.
request clarification

scaling factor

Ratio used to adjust a recipe from its original yield to a target yield.
calculate the scaling factor

volume

Space occupied by a substance, measured in a stated unit.
measure the volume

net weight

Contents' weight excluding packaging or container weight.
record the net weight

production sheet

Record of planned and actual kitchen output.
update the production sheet

read-back

Repetition of an instruction to confirm the details understood.
give a read-back

task start

Point at which the assigned preparation begins.
confirm the task start

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

current recipe CURRENT RECIPE

use the current recipe
Keep the meaning precise: Recipe version established for the present task.

tare TARE

account for the tare
Keep the meaning precise: Container weight excluded to determine the contents' net weight.

Phrases that move the work forward

Identify the ambiguity

The prep list says soup, twenty-four, but the unit is missing.

State the intended quantity

I mean twenty-four portions.

Keep the rejected interpretation clear

Not twenty-four containers.

Check the quantity basis

What portion size and finished yield does this recipe use?

Separate container and serving

Container size does not define the portion count by itself.

Read back completely

Soup: twenty-four portions, using the current recipe.

Avoid copying by habit

Yesterday's sheet does not settle today's missing unit.

Confirm before starting

I will check the corrected instruction before production starts.

Ask the exact question

Do you mean twenty-four portions or twenty-four containers?

Name the recipe basis

Use the current recipe.

State the work status

I have not started the batch yet.

Check the recipe yield

I will use the yield stated in the approved recipe.

Make the correction visible

Let us add portions to the prep list.

Clarify the version

Which approved recipe version applies to this task?

Keep weights grounded

Ingredient quantities must come from the actual recipe calculation.

Close the clarification

We now agree on the item, quantity, unit, and recipe basis.

Precision in real exchanges

Purpose: Name the recipe basis

Useful wording: Use the current recipe.

Purpose: Keep the rejected interpretation clear

Useful wording: Not twenty-four containers.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which read-back is complete?

- A.** Soup: twenty-four of something.
- B.** Twenty-four containers because the storeroom label says containers.
- C.** Twenty-four liters because soup is liquid.
- D.** Soup: twenty-four portions using the current recipe, not twenty-four containers.

2. What information is still needed to calculate ingredient amounts?

- A.** The container capacity without the recipe
- B.** The old ingredient list without its yield
- C.** The actual recipe yield, portion size, and approved scaling details
- D.** The number of portions without their size

3. A colleague needs the term for this meaning: Quantity produced together in one preparation cycle. Which term fits?

- A.** ingredient weight
- B.** prep target
- C.** batch
- D.** container capacity

D Choose the response that fits / continued

4. Rebuild the exchange from "Twenty-four of what?". Asha: "I have not started a batch, so nothing needs undoing. I wanted to settle the quantity before collecting ingredients and beginning the preparation." Mateo: [missing response] Asha: "Which recipe version are we using today? I have yesterday's working sheet, but I would rather check it against the approved one." Which response belongs in the gap?

- A.** Good. Keep the task start clear in the handoff. We are clarifying an instruction, not reporting that twenty-four of anything has already been made.
- B.** The recipe yield is the relevant starting point. The twenty-four target alone does not tell you the ingredient weights or the number of preparation cycles.
- C.** Exactly. The portion size comes from the actual recipe arrangement. Do not invent it from the size of a container you happen to see.
- D.** Use the current recipe. Confirm the approved version for the task, including its yield and portion size, before working out the required ingredients.

[Answers and explanations, page 110](#)

One useful distinction

A portion is not a container unless the actual arrangement explicitly makes them equivalent. The number twenty-four cannot be converted into liters, containers, or ingredient weights without the relevant recipe and capacity information.

E Conversation

Twenty-four of what?

Twenty-four of what?

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

prep list / portion size / read-back / recipe yield / production quantity / unit of measure
/ Container capacity / current recipe / task start / scaling factor

- 01 **Asha:** Mateo, can I check the soup line before I start? It says twenty-four, but there is no unit beside the number.
- 02 **Mateo:** Thank you for checking the ¹ _____. I mean twenty-four portions from the current recipe, not twenty-four containers.
- 03 **Asha:** Thanks. The store label says containers, so I wanted to check before I started filling twenty-four of those.
- 04 **Mateo:** They do not establish the same ² _____. Today's instruction is portions. The storage label does not change the production target I have given you.
- 05 **Asha:** I have not started a batch, so nothing needs undoing. I wanted to settle the quantity before collecting ingredients and beginning the preparation.
- 06 **Mateo:** Good. Keep the ³ _____ clear in the handoff. We are clarifying an instruction, not reporting that twenty-four of anything has already been made.
- 07 **Asha:** Which recipe version are we using today? I have yesterday's working sheet, but I would rather check it against the approved one.
- 08 **Mateo:** Use the ⁴ _____. Confirm the approved version for the task, including its yield and portion size, before working out the required ingredients.
- 09 **Asha:** What is the portion size on that recipe? Without it, I cannot turn twenty-four servings into a finished volume.
- 10 **Mateo:** Exactly. The ⁵ _____ comes from the actual recipe arrangement. Do not invent it from the size of a container you happen to see.

Conversation continues on the next page.

Twenty-four of what?

CONVERSATION / CONTINUED

- 11 **Asha:** I will check how many portions the approved recipe produces. That will tell me whether I need a whole batch or an appropriately scaled quantity.
- 12 **Mateo:** The ⁶ _____ is the relevant starting point. The twenty-four target alone does not tell you the ingredient weights or the number of preparation cycles.
- 13 **Asha:** And the size of a storage container is a separate detail. One container could hold more than one serving, depending on the actual container and portion.
- 14 **Mateo:** Correct. ⁷ _____ is not a synonym for portion count. We need to keep storage descriptions and production quantities distinct.
- 15 **Asha:** If the recipe needs scaling, I will use its actual yield and the target rather than multiply everything by twenty-four automatically.
- 16 **Mateo:** Yes. A ⁸ _____ depends on the recipe basis. Follow the approved method, and ask about any unresolved detail before changing ingredient amounts.
- 17 **Asha:** I will add portions to the line now. Whoever takes over this prep should not have to ask the same question again.
- 18 **Mateo:** Agreed. Make the ⁹ _____ explicit. The corrected entry should preserve soup, twenty-four portions, and the current recipe basis without implying the task is complete.
- 19 **Asha:** My repeat is soup, twenty-four portions, current recipe. No batch started. I will check the recipe details before beginning the actual preparation.
- 20 **Mateo:** That ¹⁰ _____ is correct. We have resolved the missing unit, and the next step is to prepare against the approved recipe and actual kitchen process.

CHECK THE GAPS

1. prep list / 2. unit of measure / 3. task start / 4. current recipe / 5. portion size / 6. recipe yield / 7. Container capacity / 8. scaling factor / 9. production quantity / 10. read-back

[Why these answers fit, page 111](#)

F Check accuracy and scope

Twenty-four of what?

Return to the case

The prep list says "soup: 24" without a unit. Yesterday's sheet used portions, while a storeroom label uses containers. Prep cook Asha has not started a batch. Lead Mateo intended twenty-four portions from the current recipe, not twenty-four containers. Asha needs to ask about the unit, confirm the current recipe, and make the corrected instruction visible. The conversation supplies no container capacity, portion volume, ingredient weights, or recipe conversion factor. Those details must come from the actual approved recipe and production arrangements, not from guessing what the number means.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. Which statement correctly describes production status?

- A. All ingredients have been weighed as a supplied fact.
- B. Twenty-four containers are complete.
- C. No batch has started.
- D. The soup has already been served.

2. Why add portions to the list?

- A. To imply the batch is already complete
- B. To make the clarified unit visible to the next reader
- C. To change the target to containers
- D. To certify all food-safety controls

[Answers and explanations, page 113](#)

Listen for the distinction

Switch roles. Repeat the twenty-four-portion instruction, current recipe, and no-batch-started status without inventing a volume.

A short question prevents a large error

In a busy kitchen, a clarification can feel like slowing down. Make it specific: state the item, the ambiguous number, and the missing unit. A confident read-back shows attention and protects production without turning the exchange into a challenge to rank.

F Say it / transfer to a new case

Clarify a sauce quantity

A prep line says sauce: 18. Lead Noor clarifies eighteen portions from the current recipe, not eighteen tubs. No batch has started, and no portion volume is supplied.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

started / portions / current / tubs

- 01 **Cook:** The target is eighteen ¹ _____.
- 02 **Lead:** Use the ² _____ recipe.
- 03 **Cook:** No batch has ³ _____.
- 04 **Lead:** The target is not eighteen ⁴ _____.

CHECK THE GAPS

1. portions / 2. current / 3. started / 4. tubs

[Why these answers fit, page 113](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "Twenty-four of what?". Asha: "And the size of a storage container is a separate detail. One container could hold more than one serving, depending on the actual container and portion." Mateo: [missing response] Asha: "If the recipe needs scaling, I will use its actual yield and the target rather than multiply everything by twenty-four automatically." Which response belongs in the gap?

- A.** Correct. Container capacity is not a synonym for portion count. We need to keep storage descriptions and production quantities distinct.
- B.** Thank you for checking the prep list. I mean twenty-four portions from the current recipe, not twenty-four containers.
- C.** Use the current recipe. Confirm the approved version for the task, including its yield and portion size, before working out the required ingredients.
- D.** Yes. A scaling factor depends on the recipe basis. Follow the approved method, and ask about any unresolved detail before changing ingredient amounts.

[Answers and explanations, page 114](#)

A Read the situation

LESSON 02 / REPORTING DELIVERIES AND STOCK DISCREPANCIES

Report a delivery discrepancy using observed quantities, attributed statements, and a clear receiving decision owner.

Six listed, four counted

A delivery note lists six cases of tomatoes, but cook Ben can physically count four cases in the receiving area. The driver says two more may be on another trolley and has not checked. Receiving lead Lina is responsible for resolving the record through the actual receiving process. Ben must distinguish the delivery note from the observed count and the driver's unverified explanation. No full delivery, supplier fault, product-quality acceptance, or credit has been established. The count should not be recorded as six received merely to make the paperwork match.

People: Ben, Cook helping receive the delivery; Lina, Receiving lead.

Read the record

Choose one answer per question using the facts above.

1. What quantity is physically present?

- A. Two cases only
- B. An uncounted full pallet
- C. Four cases
- D. Six verified cases

2. What did the driver say?

- A. A credit has been approved.
- B. The supplier intentionally removed two cases.
- C. Two more may be on another trolley.
- D. Six have been independently verified.

3. Who must resolve the receiving record?

- A. Lina, the receiving lead
- B. Ben by inventing six received
- C. An unrelated guest
- D. No one because paperwork cannot differ

[Answers and explanations, page 115](#)

B Vocabulary in use

CORE TERMS

delivery note

Document listing goods associated with a delivery.

compare the delivery note

invoice

Supplier document requesting payment for stated goods or services.

reconcile the invoice

case pack

Number or arrangement of items contained in a case.

verify the case pack

trolley

Wheeled equipment used to move goods.

check the trolley

physical count

Quantity established by counting the items actually present.

record the physical count

quantity discrepancy

Difference between two relevant quantity records or observations.

report a quantity discrepancy

purchase order

Record of items and quantities ordered from a supplier.

check the purchase order

case

Shipping unit containing a specified group or quantity of product.

count the cases

pallet

Platform used to handle and transport grouped goods.

identify the pallet

receiving area

Location where incoming supplies are checked and processed.

inspect the receiving area

listed quantity

Amount stated on a document.

compare the listed quantity

short delivery

Delivery with less than the agreed quantity, once the relevant check establishes it.

verify a short delivery

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

delivery note **DELIVERY NOTE**

compare the delivery note

Keep the meaning precise: Document listing goods associated with a delivery.

pallet **PALLET**

identify the pallet

Keep the meaning precise: Platform used to handle and transport grouped goods.

B Precision and professional shorthand

EXTEND YOUR RANGE

unchecked location

Place suggested as holding goods but not yet verified.

identify the unchecked location

receiving lead

Person responsible for coordinating acceptance and receiving records.

contact the receiving lead

acceptance check

Required examination before goods are accepted for the intended use.

complete acceptance checks

product identifier

Code or description distinguishing the delivered item.

verify the product identifier

traceability

Ability to follow a product's identity and movement through records.

preserve traceability

credit note

Supplier document reducing an amount owed under an approved adjustment.

request a credit note

driver statement

Information attributed to the person delivering the goods.

record the driver statement

receipt record

Documentation of goods actually received under the relevant process.

correct the receipt record

condition check

Review of the physical state of incoming goods.

perform a condition check

lot code

Identifier linking goods to a production or supply lot.

retain the lot code

supplier query

Question sent to a supplier about a discrepancy or detail.

raise a supplier query

verified receipt

Receiving status supported by actual checks rather than expected paperwork.

record verified receipt

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

short delivery SHORT DELIVERY

verify a short delivery

Keep the meaning precise: Delivery with less than the agreed quantity, once the relevant check establishes it.

acceptance check ACCEPTANCE CHECK

complete acceptance checks

Keep the meaning precise: Required examination before goods are accepted for the intended use.

Phrases that move the work forward

State the document

The delivery note lists six cases of tomatoes.

Calculate the difference

Two listed cases are not accounted for in this area.

Preserve the check status

That trolley has not been checked yet.

Name the owner

Lina needs to resolve the receiving record.

Separate quantity and condition

This count does not complete the product acceptance checks.

Ask for the next step

What should happen through our receiving process now?

Do not invent a credit

No supplier credit has been confirmed.

Update only after verification

Change the received quantity when the actual check supports it.

State the observation

I can count four cases here.

Attribute the explanation

The driver says they may be on another trolley.

Avoid recording an assumption

I cannot record six as received from this count.

Keep the report neutral

I am reporting the difference, not assigning fault.

Use a clear comparison

Six listed; four physically present.

Keep the units consistent

The quantities are cases, not individual tomatoes.

Retain the product identity

Keep the tomato product details with the discrepancy.

Close the report

The difference is reported, and the additional two cases remain unverified.

Precision in real exchanges

Purpose: Attribute the explanation

Useful wording: The driver says they may be on another trolley.

Purpose: Preserve the check status

Useful wording: That trolley has not been checked yet.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which report is accurate?

- A.** Six cases listed, four present; the driver suggests two may be on an unchecked trolley.
- B.** Six received, with two still to unload from a verified trolley
- C.** Four received; the supplier has confirmed two were not sent
- D.** Six expected, four accepted after all condition checks

2. What should not be recorded as established?

- A.** The note lists six
- B.** The driver has not checked the other trolley
- C.** Six cases received
- D.** Four cases physically counted

3. A colleague needs the term for this meaning: Shipping unit containing a specified group or quantity of product. Which term fits?

- A.** case
- B.** traceability
- C.** physical count
- D.** receiving lead

D Choose the response that fits / continued

4. Rebuild the exchange from "Six listed, four counted". Ben: "I have counted four cases at the receiving bay. I am comparing cases with cases, not counting the tomatoes inside." Lina: [missing response] Ben: "So the difference between the note and what I see is two cases. I should not jump from that difference to a statement about why it happened." Which response belongs in the gap?

- A.** Correct. It is a quantity discrepancy to resolve through receiving. It could have an explanation, but we do not have that explanation verified yet.
- B.** Good. The physical count should name the product and unit clearly. We need everyone comparing the same thing when they read the record.
- C.** Preserve the product identifier and relevant delivery reference. Accurate context matters as much as the subtraction when another colleague follows it up.
- D.** That protects the receipt record. It needs to reflect what the actual process verifies, not what would make the numbers look tidy.

[Answers and explanations, page 115](#)

One useful distinction

Six listed minus four present leaves two cases unaccounted for at this observation point. It does not establish where the other cases are or who caused the difference. May be on another trolley is not the same as checked and found.

E Conversation

Six listed, four counted

Six listed, four counted

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

acceptance check / listed quantity / physical count / unchecked location / receipt record
/ quantity discrepancy / product identifier / credit note / driver statement /
receiving lead

- 01 **Ben:** Lina, can you review this tomato delivery with me? The note lists six cases, but I can physically count only four in the receiving area.
- 02 **Lina:** Thank you. Keep the ¹ _____ separate from your observed count. Six on the note does not let us record six received without the relevant check.
- 03 **Ben:** The driver says two more may be on another trolley. He has not looked yet, so I have not treated that explanation as a confirmed location.
- 04 **Lina:** That is an attributed ² _____. Record it as a possibility he gave us, not as two additional cases already verified.
- 05 **Ben:** I have counted four cases at the receiving bay. I am comparing cases with cases, not counting the tomatoes inside.
- 06 **Lina:** Good. The ³ _____ should name the product and unit clearly. We need everyone comparing the same thing when they read the record.
- 07 **Ben:** So the difference between the note and what I see is two cases. I should not jump from that difference to a statement about why it happened.
- 08 **Lina:** Correct. It is a ⁴ _____ to resolve through receiving. It could have an explanation, but we do not have that explanation verified yet.
- 09 **Ben:** I have not signed off six as received. I did not want the paperwork to appear complete while the extra two cases were still only a suggestion.
- 10 **Lina:** That protects the ⁵ _____. It needs to reflect what the actual process verifies, not what would make the numbers look tidy.

Conversation continues on the next page.

Six listed, four counted

CONVERSATION / CONTINUED

- 11 **Ben:** Can we have the driver check that other trolley? I have not seen those two cases yet, so I do not know whether they arrived.
- 12 **Lina:** Yes, the ⁶ _____ needs to be resolved through our process. Do not convert not seen here into a final account of the whole delivery.
- 13 **Ben:** I also have not made any claim about the tomatoes' condition. Counting the cases is not the same as finishing every required receiving check.
- 14 **Lina:** Exactly. The ⁷ _____ is a separate matter. Product identity, condition, and any required controls still need the appropriate actual checks.
- 15 **Ben:** I will keep the tomato details with the discrepancy. Otherwise a later note saying two cases missing could be confused with another delivery.
- 16 **Lina:** Preserve the ⁸ _____ and relevant delivery reference. Accurate context matters as much as the subtraction when another colleague follows it up.
- 17 **Ben:** I will keep the commercial question with you. We have a discrepancy to resolve, not an approved credit to enter.
- 18 **Lina:** Correct. A ⁹ _____ is not established here. First keep the receiving facts accurate and follow the proper route for any later commercial action.
- 19 **Ben:** My handoff is six cases listed, four physically present, and a possible two on an unchecked trolley. You own the record question from here.
- 20 **Lina:** I accept that as ¹⁰ _____. I will coordinate the next checks. The extra two cases remain unverified until the actual result supports an update.

CHECK THE GAPS

1. listed quantity / 2. driver statement / 3. physical count / 4. quantity discrepancy / 5. receipt record / 6. unchecked location / 7. acceptance check / 8. product identifier / 9. credit note / 10. receiving lead

[Why these answers fit, page 116](#)

F Check accuracy and scope

Six listed, four counted

Return to the case

A delivery note lists six cases of tomatoes, but cook Ben can physically count four cases in the receiving area. The driver says two more may be on another trolley and has not checked. Receiving lead Lina is responsible for resolving the record through the actual receiving process. Ben must distinguish the delivery note from the observed count and the driver's unverified explanation. No full delivery, supplier fault, product-quality acceptance, or credit has been established. The count should not be recorded as six received merely to make the paperwork match.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. Which conclusion exceeds the evidence?

- A. The supplier deliberately shorted the kitchen.
- B. There is a quantity discrepancy to resolve.
- C. Another location needs checking through the process.
- D. The receiving lead owns the record question.

2. What remains separate from the quantity count?

- A. Required product acceptance checks
- B. The arithmetic difference between six and four
- C. The fact that the unit is cases
- D. The driver's attributed statement

[Answers and explanations, page 118](#)

Listen for the distinction

Switch roles. Attribute the unchecked-trolley explanation to the driver without recording the two cases as received.

A discrepancy is not an accusation

A firm count can be stated neutrally. Say what the note lists, what is physically present, and what someone has suggested but not checked. That gives the receiving lead useful information without labeling the driver dishonest or accepting a quantity that has not arrived.

F Say it / transfer to a new case

Report another count difference

A delivery note lists eight flour sacks. Six are physically present. The driver suggests two may still be in the vehicle, which has not been checked. Receiving lead Noor accepts the query.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

eight / vehicle / Noor / six

- 01 **Cook:** The note lists ¹ _____ sacks.
- 02 **Lead:** The observed count is ² _____.
- 03 **Cook:** The suggested location is the ³ _____.
- 04 **Lead:** The receiving owner is ⁴ _____.

CHECK THE GAPS

1. eight / 2. six / 3. vehicle / 4. Noor

[Why these answers fit, page 118](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "Six listed, four counted". Ben: "I also have not made any claim about the tomatoes' condition. Counting the cases is not the same as finishing every required receiving check." Lina: [missing response] Ben: "I will keep the tomato details with the discrepancy. Otherwise a later note saying two cases missing could be confused with another delivery." Which response belongs in the gap?

- A.** That is an attributed driver statement. Record it as a possibility he gave us, not as two additional cases already verified.
- B.** That protects the receipt record. It needs to reflect what the actual process verifies, not what would make the numbers look tidy.
- C.** Exactly. The acceptance check is a separate matter. Product identity, condition, and any required controls still need the appropriate actual checks.
- D.** Preserve the product identifier and relevant delivery reference. Accurate context matters as much as the subtraction when another colleague follows it up.

[Answers and explanations, page 119](#)

Review 1 / Meaning and context

Use language from the lessons you have completed. Choose one answer per question.

Case file

Revisit "Clarifying a prep list" and "Reporting deliveries and stock discrepancies". Choose precise terminology, then reconstruct the missing responses using both neighboring turns. The final two questions also revisit earlier conversations.

1. A colleague needs the term for this meaning: Specified amount intended for one serving or defined use. Which term fits?

- A. production sheet
- B. portion
- C. unit of measure
- D. scaling factor

2. A colleague needs the term for this meaning: Location where incoming supplies are checked and processed. Which term fits?

- A. delivery note
- B. product identifier
- C. receiving area
- D. unchecked location

3. Rebuild the exchange from "Twenty-four of what?". Asha: "What is the portion size on that recipe? Without it, I cannot turn twenty-four servings into a finished volume." Mateo: [missing response] Asha: "I will check how many portions the approved recipe produces. That will tell me whether I need a whole batch or an appropriately scaled quantity." Which response belongs in the gap?

- A. The recipe yield is the relevant starting point. The twenty-four target alone does not tell you the ingredient weights or the number of preparation cycles.
- B. Exactly. The portion size comes from the actual recipe arrangement. Do not invent it from the size of a container you happen to see.
- C. Good. Keep the task start clear in the handoff. We are clarifying an instruction, not reporting that twenty-four of anything has already been made.
- D. Use the current recipe. Confirm the approved version for the task, including its yield and portion size, before working out the required ingredients.

Review 1 / Meaning and context / continued

4. Rebuild the exchange from "Six listed, four counted". Ben: "I will keep the commercial question with you. We have a discrepancy to resolve, not an approved credit to enter." Lina: [missing response] Ben: "My handoff is six cases listed, four physically present, and a possible two on an unchecked trolley. You own the record question from here." Which response belongs in the gap?

- A.** Correct. A credit note is not established here. First keep the receiving facts accurate and follow the proper route for any later commercial action.
- B.** Correct. It is a quantity discrepancy to resolve through receiving. It could have an explanation, but we do not have that explanation verified yet.
- C.** Good. The physical count should name the product and unit clearly. We need everyone comparing the same thing when they read the record.
- D.** Yes, the unchecked location needs to be resolved through our process. Do not convert not seen here into a final account of the whole delivery.

[Answers and explanations, page 150](#)

A Read the situation

LESSON 03 / READING TICKETS AND MODIFICATIONS

Distinguish a replacement ticket from an added order and keep a one-item substitution linked to the current quantity.

Three total, not five

Ticket 41 originally requests two tarts. A new slip says "three tarts, revised 41." Cook Imani asks expediter Cole whether the new slip replaces or adds to the old quantity. Cole confirms that it replaces it: the total is three tarts, not five. One of the three has salad instead of potatoes. The conversation does not establish a seat number, cooking completion, or allergy. Imani must retain the one-item substitution, clarify the actual item identification through the ticket process, and prevent both versions from being treated as separate orders.

People: Imani, Cook on the tart station; Cole, Expediter.

Read the record

Choose one answer per question using the facts above.

1. What is the current total for ticket 41?

- A. Five tarts
- B. Two tarts plus three extra
- C. One tart
- D. Three tarts

2. How many tarts have the side substitution?

- A. Five
- B. One of the three
- C. All three
- D. None

3. What does salad replace?

- A. The tart itself
- B. All other guests' mains
- C. The ticket number
- D. Potatoes

[Answers and explanations, page 120](#)

B Vocabulary in use

CORE TERMS

ticket number

Identifier linking an order and its updates.

confirm the ticket number

replacement instruction

Direction that supersedes an earlier direction rather than adding to it.

confirm a replacement instruction

current total

Complete quantity now required after applying the confirmed change.

state the current total

amendment

Change to an existing order or document.

acknowledge the amendment

substitution

Replacement of one component with another.

confirm the substitution

extra

Additional quantity beyond what is already included.

distinguish extra from replacement

revised ticket

Updated order record changing a previous instruction.

read the revised ticket

additional order

New quantity added beyond the existing confirmed order.

distinguish an additional order

superseded ticket

Earlier record no longer governing the current instruction.

identify the superseded ticket

modifier

Instruction changing a particular item's standard preparation or accompaniment.

attach the modifier

instead of

Phrase indicating replacement rather than addition.

serve salad instead of potatoes

all day

Kitchen shorthand for the total quantity outstanding across the stated order scope.

clarify the all-day count

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

ticket number **TICKET NUMBER**

confirm the ticket number

Keep the meaning precise: Identifier linking an order and its updates.

superseded ticket **SUPERSEDED TICKET**

identify the superseded ticket

Keep the meaning precise: Earlier record no longer governing the current instruction.

B Precision and professional shorthand

EXTEND YOUR RANGE

expediter

Person coordinating order information and dish completion at the pass.

confirm with the expediter

duplicate production

Making an order twice because its records or instructions were misread.

prevent duplicate production

change acknowledgment

Explicit confirmation that a revision has been received and understood.

give change acknowledgment

seat mapping

Link between an ordered item and the guest's place at a table.

verify seat mapping

standard accompaniment

Side normally supplied with an item unless modified.

identify the standard accompaniment

order scope

Set of tickets or items to which a quantity or instruction applies.

state the order scope

ticket rail

Place where order slips are held and organized for service.

organize the ticket rail

active instruction

Direction currently governing the work.

identify the active instruction

item identification

Details distinguishing the particular dish affected by a request.

confirm item identification

side order

Accompanying item ordered alongside a main or other dish.

clarify the side order

one-item change

Modification affecting one item rather than every item in the order.

preserve the one-item change

revision trail

Record showing how an instruction changed over time.

preserve the revision trail

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

all day ALL DAY

clarify the all-day count

Keep the meaning precise: Kitchen shorthand for the total quantity outstanding across the stated order scope.

change acknowledgment CHANGE ACKNOWLEDGMENT

give change acknowledgment

Keep the meaning precise: Explicit confirmation that a revision has been received and understood.

Phrases that move the work forward

Identify both records

I have the original two-tart ticket and the revised slip for three.

Confirm replacement

It replaces the old quantity.

Reject the wrong addition

Not two plus three.

Keep the other sides unchanged

The other two keep potatoes.

Check the affected item

Which guest gets the salad substitution?

Prevent two active orders

Do not treat the earlier slip as another order to produce.

Acknowledge the change

Heard: three total, replacing the earlier two.

Clarify the scope

I am confirming this ticket, not every tart outstanding across the kitchen.

Ask the key distinction

Does the revised quantity replace the old one or add to it?

Give the total

Ticket 41 is three tarts total.

Specify the modification

One of the three has salad instead of potatoes.

Avoid changing every plate

The salad substitution applies to one item only.

Keep the number stable

Both slips refer to ticket 41.

Preserve the record

Keep the revision trail according to our system.

Keep production status separate

This correction does not mean the tarts are already ready.

Close with a read-back

Ticket 41: three total, one salad instead of potatoes, earlier quantity replaced.

Precision in real exchanges

Purpose: Give the total

Useful wording: Ticket 41 is three tarts total.

Purpose: Reject the wrong addition

Useful wording: Not two plus three.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which read-back is correct?

- A.** Three extra tarts beyond the original two
- B.** Three tarts all with salad and potatoes
- C.** Revised ticket 41 replaces two with three total; one has salad instead of potatoes.
- D.** Five tarts because both slips count

2. Which interpretation of instead of is correct?

- A.** Every ticket in the kitchen changes.
- B.** Salad replaces potatoes for the specified tart.
- C.** Salad is automatically an extra side for everyone.
- D.** The tart itself is canceled.

3. A colleague needs the term for this meaning: New quantity added beyond the existing confirmed order. Which term fits?

- A.** substitution
- B.** additional order
- C.** duplicate production
- D.** standard accompaniment

D Choose the response that fits / continued

4. Rebuild the exchange from "Three total, not five". Imani: "I also see one tart has salad instead of potatoes. That changes one accompaniment, not the number of tarts, correct?" Cole: [missing response] Imani: "Which item gets the salad? I need the correct reference on the ticket before it goes to the pass." Which response belongs in the gap?

- A.** Correct. It is a one-item change. One tart has salad; the other two keep the standard potato accompaniment.
- B.** That is the change acknowledgment I need. You have the new total and the limited substitution, without adding an invented seat number.
- C.** Handle it as the superseded ticket through our actual system. Preserve the required history while making the current instruction unmistakable.
- D.** Yes. The order scope is ticket forty-one. We are not giving an all-day count for every tart outstanding across the kitchen.

[Answers and explanations, page 120](#)

One useful distinction

Revised 41 refers to the same ticket, but the meaning of the new quantity still needs confirmation. Here, Cole explicitly says replaces. Three total is not two plus three, and one salad substitution does not apply to all three tarts.

Conversation

Three total, not five

Three total, not five

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

revised ticket / superseded ticket / revision trail / item identification / current total /
change acknowledgment / duplicate production / substitution / order scope /
one-item change

- 01 **Imani:** Cole, I have two slips for ticket forty-one. The original says two tarts, and the new one says three tarts, revised forty-one. Can I check the meaning before proceeding?
- 02 **Cole:** Yes. The ¹ _____ replaces the earlier quantity. We need three tarts total for ticket forty-one, not two from one slip and three from another.
- 03 **Imani:** Three altogether, then, not three more. I will not make the five I would get by adding both slips.
- 04 **Cole:** The ² _____ is three. Please read it as a replacement instruction so the earlier two do not remain a separate quantity to make.
- 05 **Imani:** I also see one tart has salad instead of potatoes. That changes one accompaniment, not the number of tarts, correct?
- 06 **Cole:** Correct. It is a ³ _____. One tart has salad; the other two keep the standard potato accompaniment.
- 07 **Imani:** Which item gets the salad? I need the correct reference on the ticket before it goes to the pass.
- 08 **Cole:** Good. The ⁴ _____ still needs to be clear through our ticket process. A correct quantity does not help if the side reaches the wrong diner.
- 09 **Imani:** The phrase instead of matters here. It does not mean I should put both salad and potatoes on the modified plate.
- 10 **Cole:** Exactly. The ⁵ _____ replaces potatoes on that item. Do not expand it into an extra side for every guest or cancel the tart itself.

Conversation continues on the next page.

Three total, not five

CONVERSATION / CONTINUED

- 11 **Imani:** How do we mark the old slip in this system? I do not want another cook picking it up as a fresh order.
- 12 **Cole:** Handle it as the ⁶ _____ through our actual system. Preserve the required history while making the current instruction unmistakable.
- 13 **Imani:** I will not add the two and three together. We should also keep the ticket number visible so this change is not applied to a different table.
- 14 **Cole:** Yes. The ⁷ _____ is ticket forty-one. We are not giving an all-day count for every tart outstanding across the kitchen.
- 15 **Imani:** If someone asks for the all-day count, I will check the other live tickets too. These three belong to forty-one only.
- 16 **Cole:** Right. State the scope whenever it could be unclear. Our aim here is to prevent ⁸ _____ from the two versions, not to change any other confirmed order.
- 17 **Imani:** My repeat is forty-one, three tarts total, one with salad instead of potatoes, and the earlier quantity replaced. I will confirm the affected item's identification through the system.
- 18 **Cole:** That is the ⁹ _____ I need. You have the new total and the limited substitution, without adding an invented seat number.
- 19 **Imani:** I will update the working instruction accordingly. I am not calling the ticket ready; this conversation has clarified what we need to prepare.
- 20 **Cole:** Correct. Keep the ¹⁰ _____ clear, and report production progress separately. Three required does not mean three cooked, plated, or released from the pass.

CHECK THE GAPS

1. revised ticket / 2. current total / 3. one-item change / 4. item identification / 5. substitution / 6. superseded ticket / 7. order scope / 8. duplicate production / 9. change acknowledgment / 10. revision trail

[Why these answers fit, page 121](#)

F Check accuracy and scope

Three total, not five

Return to the case

Ticket 41 originally requests two tarts. A new slip says "three tarts, revised 41." Cook Imani asks expediter Cole whether the new slip replaces or adds to the old quantity. Cole confirms that it replaces it: the total is three tarts, not five. One of the three has salad instead of potatoes. The conversation does not establish a seat number, cooking completion, or allergy. Imani must retain the one-item substitution, clarify the actual item identification through the ticket process, and prevent both versions from being treated as separate orders.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. What is not established by the revised ticket?

- A. That the old quantity is replaced
- B. That one tart has the side substitution
- C. That the three tarts are prepared and ready
- D. That the current total is three

2. What should the team avoid doing with the earlier slip?

- A. Preserving its required history
- B. Marking its superseded status through the actual process
- C. Checking that both slips concern ticket 41
- D. Treating it as a second active order

[Answers and explanations, page 123](#)

Listen for the distinction

Switch roles. Repeat ticket 41's one-item salad substitution, keeping the other two accompaniments unchanged.

Repeat the whole corrected meaning

A quick yes can confirm the wrong interpretation if two people are looking at different slips. Repeat replaces, the ticket number, the current total, and the affected item. Keep the superseded record traceable through the actual system without treating it as another active order.

F Say it / transfer to a new case

Replace a different quantity

Ticket 52 originally lists four pies. A revised slip lists six, and the expeditor confirms replacement, not addition. One pie has peas instead of carrots. No seat number or readiness is supplied.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

established / peas / six / replaced

- 01 **Cook:** The current total is ¹ _____ pies.
- 02 **Expediter:** The old quantity is ² _____.
- 03 **Cook:** One pie has ³ _____ instead of carrots.
- 04 **Expediter:** Readiness is not ⁴ _____.

CHECK THE GAPS

1. six / 2. replaced / 3. peas / 4. established

[Why these answers fit, page 123](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "Three total, not five". Imani: "I will not add the two and three together. We should also keep the ticket number visible so this change is not applied to a different table." Cole: [missing response] Imani: "If someone asks for the all-day count, I will check the other live tickets too. These three belong to forty-one only." Which response belongs in the gap?

- A.** The current total is three. Please read it as a replacement instruction so the earlier two do not remain a separate quantity to make.
- B.** Handle it as the superseded ticket through our actual system. Preserve the required history while making the current instruction unmistakable.
- C.** That is the change acknowledgment I need. You have the new total and the limited substitution, without adding an invented seat number.
- D.** Yes. The order scope is ticket forty-one. We are not giving an all-day count for every tart outstanding across the kitchen.

[Answers and explanations, page 124](#)

A Read the situation

LESSON 04 / COORDINATING THE PASS

Answer a whole-ticket readiness question with a precise split of completed work, remaining work, and estimated timing.

Two plated, two still cooking

Ticket 28 contains four mains. Two are plated, and two are still at cook Rosa's station. Rosa estimates four more minutes for the remaining pair. Expediter Jules asks whether the whole table is ready. Rosa must report partial progress and the current estimate without calling all four ready, guaranteeing pickup in exactly four minutes, or inventing a dispatch decision. Plating alone does not establish that all relevant food checks have been completed. Actual holding, quality, and release arrangements remain governed by the kitchen process, not by this language exercise.

People: Jules, Expediter coordinating the pass; Rosa, Cook completing ticket 28.

Read the record

Choose one answer per question using the facts above.

1. How many mains are on ticket 28?

- A.** Two total
- B.** Six
- C.** An unspecified number
- D.** Four

2. How many are plated?

- A.** None
- B.** Four plus another pair
- C.** Two
- D.** All four

3. What is Rosa's estimate for the remaining pair?

- A.** Four more minutes
- B.** Guaranteed pickup now
- C.** Four minutes already elapsed as the estimate
- D.** A completed dispatch

[Answers and explanations, page 125](#)

B Vocabulary in use

CORE TERMS

pass

Area where dishes are checked and handed from kitchen to service staff.

coordinate the pass

plated

Arranged on a plate, without alone certifying every readiness check.

report two plated

remaining pair

Two items still outstanding within the stated group.

finish the remaining pair

whole-table call

Status message referring to every relevant dish for a table.

make a whole-table call

dispatch

Release or movement of prepared dishes toward service.

coordinate dispatch

plating sequence

Order in which dishes are assembled on plates.

coordinate the plating sequence

ticket readiness

Status of the complete order against the required ready-to-serve conditions.

confirm ticket readiness

cook station

Assigned kitchen work area responsible for particular preparation tasks.

check the cook station

partial progress

Work completed for some but not all of the required scope.

report partial progress

pickup

Collection of dishes from the kitchen for service under the actual arrangement.

confirm pickup

runner

Colleague taking dishes from the pass to the dining area.

brief the runner

finishing step

Final preparation action before the next required stage.

complete the finishing step

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

pass **PASS**

coordinate the pass

Keep the meaning precise: Area where dishes are checked and handed from kitchen to service staff.

partial progress **PARTIAL PROGRESS**

report partial progress

Keep the meaning precise: Work completed for some but not all of the required scope.

B Precision and professional shorthand

EXTEND YOUR RANGE

garnish

Food element used to finish or accompany a dish.

check the garnish

holding arrangement

Approved method and conditions for keeping food before the next stage.

follow the holding arrangement

remaining work

Tasks still needed before the defined completion point.

identify the remaining work

synchronized service

Planned delivery of related dishes together or in an agreed sequence.

coordinate synchronized service

status call

Brief spoken report of progress or readiness.

give a status call

ready-to-run

Local service status indicating dishes can be collected under the actual process.

confirm ready-to-run status

quality check

Review against the relevant dish and service requirements.

complete the quality check

readiness estimate

Approximate expectation for reaching a specified ready stage.

communicate the readiness estimate

coordination point

Event or location where different stations align their work.

agree the coordination point

release decision

Authorization or instruction to send dishes from the relevant stage.

confirm the release decision

update trigger

Change or condition prompting a fresh status message.

identify an update trigger

full ticket

Entire order rather than one completed component.

check the full ticket

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

finishing step FINISHING STEP

complete the finishing step

Keep the meaning precise: Final preparation action before the next required stage.

remaining work REMAINING WORK

identify the remaining work

Keep the meaning precise: Tasks still needed before the defined completion point.

Phrases that move the work forward

Answer the whole-ticket question

Not the whole ticket yet.

State completed progress

Two are plated.

Give the estimate

I estimate four more minutes for the remaining pair.

Avoid a premature call

I am not calling all four ready.

Coordinate holding properly

We need to follow our actual holding and quality arrangements.

Make a useful repeat

Four total, two plated, two pending, around four more minutes.

Keep the runner informed

The runner needs the actual ready-to-run status.

Confirm the next stage

Let us verify the full ticket before the release call.

Give the total

Ticket 28 has four mains.

Locate the remainder

The other two are still at my station.

Keep the scope clear

That estimate is for the two outstanding mains.

Separate plating and release

Plated does not mean the full release check is complete.

Avoid an invented dispatch

I have not called that ticket for pickup yet.

Update a change

I will call you if that estimate changes.

Do not blur the count

Two at the pass is not four ready for the table.

Close accurately

The table is partially prepared, not yet confirmed ready as a whole.

Precision in real exchanges

Purpose: Locate the remainder

Useful wording: The other two are still at my station.

Purpose: Give the estimate

Useful wording: I estimate four more minutes for the remaining pair.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which status call answers Jules accurately?

- A.** Two mains total, all complete
- B.** Ticket 28: four total, two plated, two at the station, estimated four more minutes for the pair.
- C.** All four ready now
- D.** Nothing has been done

2. What does plated establish by itself?

- A.** A preparation stage, not completion of every food and release check
- B.** Completion of the final check for the whole ticket
- C.** The runner's acceptance of all four dishes
- D.** Permission to hold the dishes for any length of time

3. A colleague needs the term for this meaning: Assigned kitchen work area responsible for particular preparation tasks. Which term fits?

- A.** holding arrangement
- B.** dispatch
- C.** status call
- D.** cook station

D Choose the response that fits / continued

4. Rebuild the exchange from "Two plated, two still cooking". Jules: "Four more from now, understood. That is preparation time for those two, not a promise that the runner will be at the table then." Rosa: [missing response] Jules: "I will tell the server: four ordered, two plated, two still coming. I will not say the whole table is ready." Which response belongs in the gap?

- A.** Still coordinating. No release decision has been confirmed. I am not telling the runner to take the pair.
- B.** Synchronized service is what we are coordinating. I will keep you informed about the two at my station.
- C.** Not yet. It is partial progress: two plated, two still at my station. Keep the full ticket open.
- D.** Correct. That is my readiness estimate, not a finished call. I am still working on the pair.

[Answers and explanations, page 125](#)

One useful distinction

Two plated describes partial progress. Four more minutes describes an estimate for the remaining pair. Neither statement alone makes the full ticket ready to run. Keep quantity, location, stage, and timing together.

E Conversation

Two plated, two still cooking

Two plated, two still cooking

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

full ticket / status call / Synchronized service / readiness estimate / Ready-to-run /
release decision / remaining pair / update trigger / holding arrangement / partial progress

- 01 **Jules:** Rosa, twenty-eight: can I call the runner? I have four mains on the ticket but can only see two plates at the pass.
- 02 **Rosa:** Not yet. It is ¹ _____: two plated, two still at my station. Keep the full ticket open.
- 03 **Jules:** What is the wait on the other two? I need a clear update for the server, not a guess from looking at the plates.
- 04 **Rosa:** The ² _____ needs about four more minutes. I will call if that changes.
- 05 **Jules:** Four more from now, understood. That is preparation time for those two, not a promise that the runner will be at the table then.
- 06 **Rosa:** Correct. That is my ³ _____, not a finished call. I am still working on the pair.
- 07 **Jules:** I will tell the server: four ordered, two plated, two still coming. I will not say the whole table is ready.
- 08 **Rosa:** Yes, keep the ⁴ _____ in view. My station update covers only part of it.
- 09 **Jules:** The plated dishes need attention while we coordinate the rest. We cannot just leave them here indefinitely because a time was mentioned.
- 10 **Rosa:** Follow the agreed ⁵ _____ and checks. Tell me promptly if the timing creates a problem for those dishes.

Conversation continues on the next page.

Two plated, two still cooking

CONVERSATION / CONTINUED

- 11 **Jules:** I have not sent either plate. Are you calling for pickup now, or are we still coordinating?
- 12 **Rosa:** Still coordinating. No ⁶ _____ has been confirmed. I am not telling the runner to take the pair.
- 13 **Jules:** Understood. I need the dishes brought together through our service plan, with the relevant checks, not a stream of unrelated plates.
- 14 **Rosa:** ⁷ _____ is what we are coordinating. I will keep you informed about the two at my station.
- 15 **Jules:** When they are plated, say that first. Then we can verify the whole ticket before anyone gives the ready-to-run call.
- 16 **Rosa:** I will make the ⁸ _____ specific. Two more plated is a different message from four checked and ready.
- 17 **Jules:** And if four minutes slips, call it straight away. I would rather update the server than leave them repeating an old time.
- 18 **Rosa:** That is the ⁹ _____: a change to timing or readiness. I will not wait for you to chase.
- 19 **Jules:** My read-back: twenty-eight, four mains total, two plated, two at your station, around four more minutes for the pair. No pickup call yet.
- 20 **Rosa:** Correct. ¹⁰ _____ is not confirmed for all four. I will give you the next actual change while we follow the kitchen's checks.

CHECK THE GAPS

1. partial progress / 2. remaining pair / 3. readiness estimate / 4. full ticket / 5. holding arrangement / 6. release decision / 7. Synchronized service / 8. status call / 9. update trigger / 10. Ready-to-run

[Why these answers fit, page 126](#)

F Check accuracy and scope

Two plated, two still cooking

Return to the case

Ticket 28 contains four mains. Two are plated, and two are still at cook Rosa's station. Rosa estimates four more minutes for the remaining pair. Expediter Jules asks whether the whole table is ready. Rosa must report partial progress and the current estimate without calling all four ready, guaranteeing pickup in exactly four minutes, or inventing a dispatch decision. Plating alone does not establish that all relevant food checks have been completed. Actual holding, quality, and release arrangements remain governed by the kitchen process, not by this language exercise.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. Which time statement overclaims?

- A. The entire table will definitely be delivered in exactly four minutes.
- B. Rosa estimates four more minutes for the pair.
- C. The estimate may need updating.
- D. Pickup still needs the actual process.

2. What should happen if the estimate changes?

- A. Pretend the dishes were already dispatched.
- B. Change the ticket total without instruction.
- C. Tell the expeditor the revised status.
- D. Keep repeating the old time as certain.

[Answers and explanations, page 127](#)

Listen for the distinction

Switch roles. Give the last read-back without converting a four-minute estimate into a pickup promise.

Answer the scope of the question

An expeditor may need a table-level answer while a cook is focused on one station. Start with not the whole ticket yet, then give the exact split. Clear partial progress is more useful than either a vague yes or a vague not ready.

F Say it / transfer to a new case

Report a six-main ticket

Ticket 63 has six mains. Four are plated, and two remain at the station. The cook estimates three more minutes for that pair. No whole-ticket release is confirmed.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

three / four / confirmed / six

- 01 **Cook:** The ticket total is ¹ _____ mains.
- 02 **Expediter:** The plated count is ² _____.
- 03 **Cook:** The remaining pair needs an estimated ³ _____ more minutes.
- 04 **Expediter:** Whole-ticket release is not ⁴ _____.

CHECK THE GAPS

1. six / 2. four / 3. three / 4. confirmed

[Why these answers fit, page 128](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "Two plated, two still cooking". Jules: "Understood. I need the dishes brought together through our service plan, with the relevant checks, not a stream of unrelated plates." Rosa: [missing response] Jules: "When they are plated, say that first. Then we can verify the whole ticket before anyone gives the ready-to-run call." Which response belongs in the gap?

- A.** Correct. That is my readiness estimate, not a finished call. I am still working on the pair.
- B.** Synchronized service is what we are coordinating. I will keep you informed about the two at my station.
- C.** Still coordinating. No release decision has been confirmed. I am not telling the runner to take the pair.
- D.** Not yet. It is partial progress: two plated, two still at my station. Keep the full ticket open.

[Answers and explanations, page 129](#)

Review 2 / Meaning and context

Use language from the lessons you have completed. Choose one answer per question.

Case file

Revisit "Reading tickets and modifications" and "Coordinating the pass". Choose precise terminology, then reconstruct the missing responses using both neighboring turns. The final two questions also revisit earlier conversations.

1. A colleague needs the term for this meaning: Direction that supersedes an earlier direction rather than adding to it. Which term fits?

- A. modifier
- B. replacement instruction
- C. side order
- D. ticket rail

2. A colleague needs the term for this meaning: Collection of dishes from the kitchen for service under the actual arrangement. Which term fits?

- A. synchronized service
- B. pickup
- C. garnish
- D. pass

3. Rebuild the exchange from "Six listed, four counted". Ben: "I have not signed off six as received. I did not want the paperwork to appear complete while the extra two cases were still only a suggestion." Lina: [missing response] Ben: "Can we have the driver check that other trolley? I have not seen those two cases yet, so I do not know whether they arrived." Which response belongs in the gap?

- A. Good. The physical count should name the product and unit clearly. We need everyone comparing the same thing when they read the record.
- B. Preserve the product identifier and relevant delivery reference. Accurate context matters as much as the subtraction when another colleague follows it up.
- C. That protects the receipt record. It needs to reflect what the actual process verifies, not what would make the numbers look tidy.
- D. That is an attributed driver statement. Record it as a possibility he gave us, not as two additional cases already verified.

Review 2 / Meaning and context / continued

4. Rebuild the exchange from "Two plated, two still cooking". Jules: "And if four minutes slips, call it straight away. I would rather update the server than leave them repeating an old time." Rosa: [missing response] Jules: "My read-back: twenty-eight, four mains total, two plated, two at your station, around four more minutes for the pair. No pickup call yet." Which response belongs in the gap?

- A.** I will make the status call specific. Two more plated is a different message from four checked and ready.
- B.** Not yet. It is partial progress: two plated, two still at my station. Keep the full ticket open.
- C.** Follow the agreed holding arrangement and checks. Tell me promptly if the timing creates a problem for those dishes.
- D.** That is the update trigger: a change to timing or readiness. I will not wait for you to chase.

[Answers and explanations, page 152](#)

A Read the situation

LESSON 05 / COMMUNICATING A SHORTAGE AND AN ALTERNATIVE

Quantify a shortfall, present a proposed alternative, and assign responsibility for obtaining the diners' decision.

Five sides, three portions left

Three portions of potatoes remain unallocated when a new ticket requests five potato sides. Rice is available as a proposed alternative for two diners, but they have not agreed to it. Cook Dario explains the shortage to server Mei, who can ask the diners and return with their decision. Dario cannot silently substitute rice or describe the whole ticket as ready. The case supplies no additional potato stock, replenishment time, price difference, or dietary suitability assessment for rice. The team must keep the two-portion gap and pending choice visible.

People: Dario, Cook managing the side station; Mei, Server handling the affected ticket.

Read the record

Choose one answer per question using the facts above.

1. How many potato portions remain unallocated?

- A. None
- B. Three
- C. Five
- D. Two

2. What is the shortfall against five requested portions?

- A. Five portions
- B. Eight portions
- C. Two portions
- D. Three portions

3. Who can obtain the diners' decision about rice?

- A. No one because availability equals acceptance
- B. Mei, the server
- C. Dario by silently changing plates
- D. A diner who has not been asked

[Answers and explanations, page 130](#)

B Vocabulary in use

CORE TERMS

available stock

Quantity presently available under the actual stock and use conditions.

confirm available stock

allocation

Assignment of stock to a particular order or purpose.

confirm the allocation

shortfall

Amount by which supply is less than the stated requirement.

quantify the shortfall

portion count

Number of defined servings available or required.

update the portion count

replenishment

Addition of stock to restore availability.

confirm replenishment

unallocated portion

Prepared or available portion not yet assigned to a specific order.

count unallocated portions

committed stock

Quantity already assigned to existing requirements.

protect committed stock

as-purchased weight

Ingredient weight in its purchased form before the specified trimming or preparation, often abbreviated AP weight.

record the as-purchased weight

par level

Target stock quantity used for planning under the establishment's system.

review the par level

stockout

Situation in which an item is unavailable for the relevant demand.

report a stockout

B Vocabulary in use / continued

eighty-six

Restaurant shorthand indicating an item is unavailable or should no longer be sold in the stated scope.

communicate an eighty-six call

availability board

Shared record of current menu or ingredient availability.

update the availability board

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

available stock AVAILABLE STOCK

confirm available stock

Keep the meaning precise: Quantity presently available under the actual stock and use conditions.

as-purchased weight AS-PURCHASED WEIGHT

record the as-purchased weight

Keep the meaning precise: Ingredient weight in its purchased form before the specified trimming or preparation, often abbreviated AP weight.

B Precision and professional shorthand

EXTEND YOUR RANGE

alternative side

Different accompaniment offered in place of the requested side.

propose an alternative side

proposed substitution

Suggested replacement that has not yet been agreed.

label the proposed substitution

guest decision

Diner's choice after the relevant option and conditions are explained.

obtain the guest decision

yield percentage

Usable output divided by input quantity, multiplied by 100, for a defined preparation stage.

calculate the yield percentage

yield variance

Difference between expected and actual usable output.

investigate a yield variance

starch

Menu category including foods such as potatoes, rice, or pasta, without implying equivalence.

compare the starch options

accepted substitution

Replacement explicitly agreed through the appropriate process.

record the accepted substitution

order hold

Pause while an unresolved order detail is clarified.

maintain the order hold

reallocation

Change in which order receives a quantity of stock.

authorize reallocation

edible portion

Usable quantity after the specified preparation or trimming stage, often abbreviated EP.

calculate the edible portion

B Precision and professional shorthand / continued

portion control

Consistent serving amounts under the applicable recipe and service specification.

maintain portion control

return message

Information brought back after a query or request is answered.

request a return message

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

availability board [AVAILABILITY BOARD](#)

update the availability board

Keep the meaning precise: Shared record of current menu or ingredient availability.

guest decision [GUEST DECISION](#)

obtain the guest decision

Keep the meaning precise: Diner's choice after the relevant option and conditions are explained.

Phrases that move the work forward

State the available count

Three potato portions remain unallocated.

Quantify the gap

We are two portions short.

Preserve the decision

The two diners have not accepted it yet.

Accept ownership

I will ask them and return with the decision.

Keep the remaining potatoes clear

The three available portions do not cover all five requests.

Do not imply price equality

Check the price before offering it as a like-for-like change.

Retain the unresolved item

The two-side decision remains open.

Ask for a precise return

Tell me which diners accept which side.

State the demand

The new ticket requests five.

Offer the actual alternative

Rice is available as a proposed alternative side.

Assign the question

Mei, can you ask the diners and bring back their choice?

Avoid a silent change

Do not substitute rice before the choice is confirmed.

Avoid invented replenishment

We have no confirmed time for more potatoes.

Keep dietary questions separate

Rice availability is not a dietary-suitability confirmation.

Do not distort portions

A shortage does not authorize smaller portions without approval.

Close the handoff

Three potato portions available, two choices pending, Mei obtaining the decision.

Precision in real exchanges

Purpose: Offer the actual alternative

Useful wording: Rice is available as a proposed alternative side.

Purpose: Preserve the decision

Useful wording: The two diners have not accepted it yet.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which shortage report is accurate?

- A.** No potatoes exist anywhere.
- B.** Five portions are available.
- C.** Eight more portions are needed.
- D.** Five requested, three unallocated potato portions, two short.

2. When may rice be described as accepted?

- A.** Whenever potatoes are short
- B.** After the relevant diners' choice is actually confirmed
- C.** As soon as the kitchen says rice exists
- D.** Before Mei speaks to anyone

3. A colleague needs the term for this meaning: Quantity already assigned to existing requirements. Which term fits?

- A.** yield variance
- B.** proposed substitution
- C.** replenishment
- D.** committed stock

D Choose the response that fits / continued

4. Rebuild the exchange from "Five sides, three portions left". Dario: "Those three portions are free for this ticket. I have already separated them from stock committed to other orders." Mei: [missing response] Dario: "Exactly. I also have no confirmed time for more potatoes. Please do not tell the guests another batch will be ready shortly unless that is actually checked." Which response belongs in the gap?

- A.** That makes the unallocated portion count clear. We have three available for allocation, not five available and not three already committed to another table.
- B.** Correct. An accepted substitution will be recorded only after the relevant decision. I am taking the question now and will return with the answer.
- C.** So the shortfall is two portions. I should not tell the table that potatoes are completely gone, but we cannot cover all five requests.
- D.** I will present it as a proposed substitution, not as something the kitchen has already decided for them. I need to return with their actual choices.

[Answers and explanations, page 130](#)

One useful distinction

The shortfall is two portions, not a complete absence of potatoes. Rice being available does not prove that two diners want it. Do not reduce portion sizes, borrow committed stock, or change prices without the actual authorized process.

Conversation

Five sides, three portions left

Five sides, three portions left

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

shortfall / guest decision / return message / unallocated portion / replenishment /
proposed substitution / order hold / alternative side / accepted substitution /
portion control

- 01 **Dario:** Mei, I need to flag the side count before this new ticket moves on. It requests five potato portions, and we have only three left unallocated.
- 02 **Mei:** So the ¹ _____ is two portions. I should not tell the table that potatoes are completely gone, but we cannot cover all five requests.
- 03 **Dario:** Correct. Rice is available as an option for the other two sides, but nobody has asked the diners whether they want that change.
- 04 **Mei:** I will present it as a ² _____, not as something the kitchen has already decided for them. I need to return with their actual choices.
- 05 **Dario:** Those three portions are free for this ticket. I have already separated them from stock committed to other orders.
- 06 **Mei:** That makes the ³ _____ count clear. We have three available for allocation, not five available and not three already committed to another table.
- 07 **Dario:** Exactly. I also have no confirmed time for more potatoes. Please do not tell the guests another batch will be ready shortly unless that is actually checked.
- 08 **Mei:** I will not promise ⁴ _____ that has not been confirmed. My message will be the current count and the rice option, with the choice still open.
- 09 **Dario:** Mei, can you ask the table and bring the answer straight back? Please tell me exactly which two guests agree to rice.
- 10 **Mei:** Yes. I will obtain the ⁵ _____ and return to you. I will identify the affected diners so a confirmed alternative is not attached to the wrong plate.

Conversation continues on the next page.

Five sides, three portions left

CONVERSATION / CONTINUED

- 11 **Dario:** Good. Until then, I will not put rice on two plates and hope that saves time. The availability of an ingredient is not agreement to change the order.
- 12 **Mei:** Agreed. The ⁶ _____ on that unresolved detail stays clear. We have an option to discuss, not a completed replacement instruction.
- 13 **Dario:** If they ask whether the price changes, I do not have that answer from the information we have. That needs the actual authorized pricing response.
- 14 **Mei:** I will separate that from the ⁷ _____ itself. I also will not claim it meets a dietary requirement without the appropriate ingredient and preparation checks.
- 15 **Dario:** We also cannot make five by quietly shrinking the three portions. The serving specification has not changed.
- 16 **Mei:** The shortage does not change ⁸ _____. I will explain the real option rather than hide the difference in the amount served.
- 17 **Dario:** If they accept rice, please bring back which two diners agreed. If they do not, tell me that too so we can use the proper next step.
- 18 **Mei:** I will make the ⁹ _____ specific. Silence or the fact that I walked to the table will not count as acceptance.
- 19 **Dario:** Then we are aligned: five requested, three potato portions available, two pending choices, and you are asking about rice. The ticket is not complete yet.
- 20 **Mei:** Correct. An ¹⁰ _____ will be recorded only after the relevant decision. I am taking the question now and will return with the answer.

CHECK THE GAPS

1. shortfall / 2. proposed substitution / 3. unallocated portion / 4. replenishment / 5. guest decision / 6. order hold / 7. alternative side / 8. portion control / 9. return message / 10. accepted substitution

[Why these answers fit, page 131](#)

F Check accuracy and scope

Five sides, three portions left

Return to the case

Three portions of potatoes remain unallocated when a new ticket requests five potato sides. Rice is available as a proposed alternative for two diners, but they have not agreed to it. Cook Dario explains the shortage to server Mei, who can ask the diners and return with their decision. Dario cannot silently substitute rice or describe the whole ticket as ready. The case supplies no additional potato stock, replenishment time, price difference, or dietary suitability assessment for rice. The team must keep the two-portion gap and pending choice visible.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. Which handoff closes the communication loop?

- A. Someone should probably mention it.
- B. Dario will assume both diners agree.
- C. The ticket is automatically complete.
- D. Mei will ask the diners and return with their choices.

2. What is not supported by the case?

- A. Two potato portions are missing against demand.
- B. The server needs the diners' decision.
- C. Rice has the same price and is suitable for every dietary need.
- D. Rice is available as an option.

[Answers and explanations, page 133](#)

Listen for the distinction

Switch roles. Keep rice as an offer until Mei reports the affected diners' actual decisions.

An alternative is an offer until accepted

Kitchen availability and guest preference are different parts of the decision. State the shortage early and give the server a clear option to discuss. A convenient alternative should not become a silent substitution, especially when price or dietary questions still require checking.

F Say it / transfer to a new case

Offer a different available side

A ticket requests seven portions of couscous, but five remain unallocated. Roasted carrots are available as a proposed alternative. Server Noor will ask the two affected diners. No acceptance or price decision is supplied.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

two / Noor / carrots / accepted

- 01 **Cook:** The shortfall is ¹ _____ portions.
- 02 **Server:** The proposed alternative is roasted ² _____.
- 03 **Cook:** The server obtaining the choice is ³ _____.
- 04 **Server:** The substitution is not yet ⁴ _____.

CHECK THE GAPS

1. two / 2. carrots / 3. Noor / 4. accepted

[Why these answers fit, page 133](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "Five sides, three portions left". Dario: "If they ask whether the price changes, I do not have that answer from the information we have. That needs the actual authorized pricing response." Mei: [missing response] Dario: "We also cannot make five by quietly shrinking the three portions. The serving specification has not changed." Which response belongs in the gap?

- A.** I will separate that from the alternative side itself. I also will not claim it meets a dietary requirement without the appropriate ingredient and preparation checks.
- B.** So the shortfall is two portions. I should not tell the table that potatoes are completely gone, but we cannot cover all five requests.
- C.** I will not promise replenishment that has not been confirmed. My message will be the current count and the rice option, with the choice still open.
- D.** I will present it as a proposed substitution, not as something the kitchen has already decided for them. I need to return with their actual choices.

[Answers and explanations, page 134](#)

A Read the situation

LESSON 06 / CHECKING DIETARY MODIFICATIONS

Upgrade a simple omission request to an accurately communicated allergy review without inventing ingredient or handling assurances.

No cheese is not the full question

Ticket 17 says "no cheese." Server Arun then reports that the diner has a milk allergy. Cook Tessa has not checked the sauce specification and cannot confirm the dish's suitability. Lead Noor is available to review the question with the server. Tessa must preserve both the requested cheese omission and the newly reported milk allergy, keep the sauce and preparation questions open, and route them through the actual allergy process. No ingredient finding, accepted alternative, food exposure, or reaction is supplied. The exchange is a pre-service clarification, not a clinical assessment.

People: Arun, Server carrying the allergy report; Tessa, Cook receiving the updated ticket information.

Read the record

Choose one answer per question using the facts above.

1. What additional information does Arun report?

- A. A safe replacement has been accepted.
- B. The diner has had a reaction in this case.
- C. The diner has a milk allergy.
- D. The sauce has already been verified.

2. Which specification remains unchecked?

- A. A completed payment record
- B. The ticket number itself
- C. The sauce specification
- D. The confirmed replacement dish recipe

3. Who is available to review the question?

- A. No responsible person
- B. Lead Noor with the server
- C. Only an unidentified person next month
- D. Another guest making a guess

[Answers and explanations, page 135](#)

B Vocabulary in use

CORE TERMS

omission request

Instruction to leave out a named component.

record the omission request

milk protein

Protein originating from milk that matters in milk-allergy assessment.

identify milk protein

whey protein

Milk-derived protein associated with the liquid separated during cheesemaking.

identify whey protein

sauce specification

Documented information describing the actual sauce product or recipe.

verify the sauce specification

allergen source

Food source associated with a relevant allergenic protein.

identify the allergen source

advisory statement

Warning such as may contain that requires appropriate interpretation, not a guarantee from its absence.

interpret an advisory statement

reported allergy

Allergy information attributed to the diner or relaying colleague.

communicate the reported allergy

casein

Group of proteins found in milk and used in some food ingredients.

recognize casein as milk-derived

compound ingredient

Ingredient made from multiple components that may need separate checking.

examine a compound ingredient

ingredient declaration

Statement identifying ingredients in a food product.

review the ingredient declaration

contains statement

Label statement identifying major food allergens intentionally present under the relevant labeling rules.

read the contains statement

recipe verification

Check that the relevant current recipe and ingredients are correctly identified.

complete recipe verification

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

omission request OMISSION REQUEST

record the omission request

Keep the meaning precise: Instruction to leave out a named component.

compound ingredient COMPOUND INGREDIENT

examine a compound ingredient

Keep the meaning precise: Ingredient made from multiple components that may need separate checking.

B Precision and professional shorthand

EXTEND YOUR RANGE

cross-contact

Unintended transfer or introduction of an allergen into another food.

address cross-contact

preparation control

Required measure governing how food is prepared under the actual safety system.

follow preparation controls

ticket update

Change adding or correcting information on the order record.

communicate the ticket update

unverified component

Part of a dish whose relevant information has not been checked.

identify an unverified component

safety assurance

Statement that a specified safety condition is met, requiring adequate evidence and authority.

avoid an unsupported safety assurance

review owner

Person responsible for coordinating the unresolved question.

identify the review owner

shared utensil

Tool used across foods that may create a relevant handling question.

check shared-utensil use

allergen flag

Clear marker carrying the reported allergen with the relevant order.

preserve the allergen flag

dish suitability

Whether the complete dish and preparation can meet the relevant verified requirement.

assess dish suitability

ingredient finding

Result actually established by checking a relevant ingredient source.

report an ingredient finding

pre-service review

Check performed before the relevant food is served.

request a pre-service review

guest update

Accurate message to the diner about the query and its actual status.

provide a guest update

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

recipe verification **RECIPE VERIFICATION**

complete recipe verification

Keep the meaning precise: Check that the relevant current recipe and ingredients are correctly identified.

ticket update **TICKET UPDATE**

communicate the ticket update

Keep the meaning precise: Change adding or correcting information on the order record.

Phrases that move the work forward

Receive the update

Thank you; I have heard that the diner reports a milk allergy.

Expand the question accurately

Leaving off cheese does not confirm the whole dish.

Avoid a guessed ingredient

I cannot say whether this sauce contains milk from the information available.

Preserve the allergy marker

Keep milk allergy clearly linked to the ticket.

Include preparation

The relevant cross-contact and handling questions also need review.

Keep the guest informed

Tell the diner the question is being checked, not already resolved.

Separate receipt and result

Receiving the allergy report is not completing the review.

Preserve the source

Arun reports the diner's milk allergy.

Keep the omission

The no-cheese request still belongs to ticket 17.

Name the unchecked component

The sauce specification has not been checked.

Name the review owner

Noor can review the question with you.

Ask about the actual recipe

We need the current sauce recipe or product information.

Avoid a false safety claim

I cannot confirm suitability yet.

Do not invent an alternative

Any replacement needs its own appropriate checks and the guest's choice.

Avoid blaming the disclosure

Let us handle the updated information clearly now.

Close the handoff

Ticket 17, no cheese, milk allergy reported, sauce unchecked, Noor available to review.

Precision in real exchanges

Purpose: Name the unchecked component

Useful wording: The sauce specification has not been checked.

Purpose: Avoid a guessed ingredient

Useful wording: I cannot say whether this sauce contains milk from the information available.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which statement correctly handles the new report?

- A.** Replace milk with an unspecified preference.
- B.** Keep no cheese and add the reported milk allergy for the appropriate review.
- C.** No cheese proves the dish is suitable.
- D.** Ignore the allergy because the first ticket was shorter.

2. What does unchecked sauce mean?

- A.** The sauce is certified milk-free.
- B.** The sauce can be served without further process.
- C.** No relevant ingredient conclusion is established yet.
- D.** The sauce definitely contains milk.

3. A colleague needs the term for this meaning: Group of proteins found in milk and used in some food ingredients. Which term fits?

- A.** casein
- B.** allergen source
- C.** preparation control
- D.** safety assurance

D Choose the response that fits / continued

4. Rebuild the exchange from "No cheese is not the full question". Arun: "Noor is available to review it with me. I can make sure the lead has the ticket number, the cheese omission, and the milk allergy exactly as reported." Tessa: [missing response] Arun: "For my next update, the sauce is still unchecked, right? I should not tell the guest it contains milk or that it is suitable." Which response belongs in the gap?

- A.** Thank you. I will keep the omission request and the allergy information together. Leaving off the cheese does not confirm that the complete dish is suitable.
- B.** Yes. A compound ingredient can have components that need review. Casein and whey are milk-derived proteins; the familiar dish name is not a complete ingredient answer.
- C.** Say it is an unverified component. We have no verified ingredient finding here. Do not turn unknown into definitely contains milk or definitely suitable.
- D.** Please do. Keep the allergen flag clear on ticket seventeen through our actual process. The new information should not disappear into a vague special-request note.

[Answers and explanations, page 135](#)

One useful distinction

Leaving off cheese answers a topping instruction, not the whole milk-allergy question. The sauce, other components, and preparation conditions require appropriate verification. Casein and whey are examples of milk-derived proteins; do not rely only on the everyday word milk appearing in a dish name.

Conversation

No cheese is not the full question

No cheese is not the full question

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

allergen flag / review owner / unverified component / Cross-contact / dish suitability /
guest update / Recipe verification / sauce specification / compound ingredient /
omission request

- 01 **Arun:** Tessa, stop on seventeen for an allergy update. The guest now reports a milk allergy. The ticket only says no cheese, so that note is not enough.
- 02 **Tessa:** Thank you. I will keep the ¹ _____ and the allergy information together. Leaving off the cheese does not confirm that the complete dish is suitable.
- 03 **Arun:** I have not told the diner it is suitable. I said I would bring the information to the kitchen and return with an accurate answer.
- 04 **Tessa:** Good. The ² _____ has not been checked. We cannot answer the sauce question from the topping instruction alone.
- 05 **Arun:** Noor is available to review it with me. I can make sure the lead has the ticket number, the cheese omission, and the milk allergy exactly as reported.
- 06 **Tessa:** Please do. Keep the ³ _____ clear on ticket seventeen through our actual process. The new information should not disappear into a vague special-request note.
- 07 **Arun:** For my next update, the sauce is still unchecked, right? I should not tell the guest it contains milk or that it is suitable.
- 08 **Tessa:** Say it is an ⁴ _____. We have no verified ingredient finding here. Do not turn unknown into definitely contains milk or definitely suitable.
- 09 **Arun:** We will need the actual current sauce information, not a memory of a recipe that may have been used on another service.
- 10 **Tessa:** Exactly. ⁵ _____ must match what is being prepared. If it is a supplied product, the current product information matters as well.

Conversation continues on the next page.

No cheese is not the full question

CONVERSATION / CONTINUED

- 11 **Arun:** I will check the full ingredient information, including the sauce components. Its name alone does not tell us what went into it.
- 12 **Tessa:** Yes. A ⁶ _____ can have components that need review. Casein and whey are milk-derived proteins; the familiar dish name is not a complete ingredient answer.
- 13 **Arun:** I will also ask Noor about the preparation arrangements. A suitable ingredient list would not by itself answer every question about handling.
- 14 **Tessa:** Correct. ⁷ _____ needs the appropriate process too. We should not present one completed ingredient check as proof that every relevant preparation question is settled.
- 15 **Arun:** I will tell the diner that Noor is reviewing the question with us. I will not say the review is complete simply because you have received the update.
- 16 **Tessa:** That is an accurate ⁸ _____. Keep the uncertainty visible, and do not propose an unverified replacement as automatically safe.
- 17 **Arun:** If the guest wants a different dish, I will bring back that exact option. We still need to check it before promising anything.
- 18 **Tessa:** Good. Any ⁹ _____ conclusion must concern the actual dish and preparation. We do not have an accepted alternative or a verified outcome in this conversation.
- 19 **Arun:** My handoff to Noor is ticket seventeen, no cheese, milk allergy reported, sauce unchecked. I will ask for the actual review and report back.
- 20 **Tessa:** Yes. Noor is the ¹⁰ _____ available for that next step. Keep the food and message within our real allergy procedure until the relevant questions are properly resolved.

CHECK THE GAPS

1. omission request / 2. sauce specification / 3. allergen flag / 4. unverified component / 5. Recipe verification / 6. compound ingredient / 7. Cross-contact / 8. guest update / 9. dish suitability / 10. review owner

[Why these answers fit, page 136](#)

F Check accuracy and scope

No cheese is not the full question

Return to the case

Ticket 17 says "no cheese." Server Arun then reports that the diner has a milk allergy. Cook Tessa has not checked the sauce specification and cannot confirm the dish's suitability. Lead Noor is available to review the question with the server. Tessa must preserve both the requested cheese omission and the newly reported milk allergy, keep the sauce and preparation questions open, and route them through the actual allergy process. No ingredient finding, accepted alternative, food exposure, or reaction is supplied. The exchange is a pre-service clarification, not a clinical assessment.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. Which statement about casein and whey is correct?

- A. They are removed from every sauce when the cheese topping is omitted.
- B. They are advisory label phrases rather than ingredients.
- C. They are examples of milk-derived proteins relevant to ingredient checking.
- D. They are forms of milk sugar, so only lactose intolerance is relevant.

2. Which guest update is accurate?

- A. All checks are complete because the cook heard the report.
- B. A substitute has been accepted without asking.
- C. The diner had a reaction despite no such report.
- D. The milk-allergy question is under review; suitability is not confirmed yet.

[Answers and explanations, page 138](#)

Listen for the distinction

Switch roles. Clearly distinguish an unchecked sauce from a verified milk finding and a completed whole-dish review.

New information can change the question

No cheese may begin as an omission instruction, but a later allergy report requires clear communication of the allergen and the relevant review. Do not criticize the timing of the disclosure or reduce the new information back to a preference. Keep the guest informed without promising suitability.

F Say it / transfer to a new case

Expand a different omission request

Ticket 35 says no peanuts on top. The server then reports a peanut allergy. The dressing specification is unchecked. Lead Maya is available to review the question. No suitability result is supplied.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

peanut / Maya / confirmed / dressing

- 01 **Server:** The reported allergen is ¹ _____.
- 02 **Cook:** The unchecked component is the ² _____.
- 03 **Server:** The available review lead is ³ _____.
- 04 **Cook:** Suitability is not yet ⁴ _____.

CHECK THE GAPS

1. peanut / 2. dressing / 3. Maya / 4. confirmed

[Why these answers fit, page 138](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "No cheese is not the full question". Arun: "I will also ask Noor about the preparation arrangements. A suitable ingredient list would not by itself answer every question about handling." Tessa: [missing response] Arun: "I will tell the diner that Noor is reviewing the question with us. I will not say the review is complete simply because you have received the update." Which response belongs in the gap?

- A.** Correct. Cross-contact needs the appropriate process too. We should not present one completed ingredient check as proof that every relevant preparation question is settled.
- B.** Thank you. I will keep the omission request and the allergy information together. Leaving off the cheese does not confirm that the complete dish is suitable.
- C.** Please do. Keep the allergen flag clear on ticket seventeen through our actual process. The new information should not disappear into a vague special-request note.
- D.** Say it is an unverified component. We have no verified ingredient finding here. Do not turn unknown into definitely contains milk or definitely suitable.

[Answers and explanations, page 139](#)

Review 3 / Meaning and context

Use language from the lessons you have completed. Choose one answer per question.

Case file

Revisit "Communicating a shortage and an alternative" and "Checking dietary modifications". Choose precise terminology, then reconstruct the missing responses using both neighboring turns. The final two questions also revisit earlier conversations.

1. A colleague needs the term for this meaning: Assignment of stock to a particular order or purpose. Which term fits?

- A. par level
- B. reallocation
- C. starch
- D. allocation

2. A colleague needs the term for this meaning: Statement identifying ingredients in a food product. Which term fits?

- A. unverified component
- B. cross-contact
- C. omission request
- D. ingredient declaration

3. Rebuild the exchange from "Two plated, two still cooking". Jules: "The plated dishes need attention while we coordinate the rest. We cannot just leave them here indefinitely because a time was mentioned." Rosa: [missing response] Jules: "I have not sent either plate. Are you calling for pickup now, or are we still coordinating?" Which response belongs in the gap?

- A. Follow the agreed holding arrangement and checks. Tell me promptly if the timing creates a problem for those dishes.
- B. I will make the status call specific. Two more plated is a different message from four checked and ready.
- C. Not yet. It is partial progress: two plated, two still at my station. Keep the full ticket open.
- D. That is the update trigger: a change to timing or readiness. I will not wait for you to chase.

Review 3 / Meaning and context / continued

4. Rebuild the exchange from "No cheese is not the full question". Arun: "If the guest wants a different dish, I will bring back that exact option. We still need to check it before promising anything." Tessa: [missing response] Arun: "My handoff to Noor is ticket seventeen, no cheese, milk allergy reported, sauce unchecked. I will ask for the actual review and report back." Which response belongs in the gap?

- A.** Thank you. I will keep the omission request and the allergy information together. Leaving off the cheese does not confirm that the complete dish is suitable.
- B.** Yes. A compound ingredient can have components that need review. Casein and whey are milk-derived proteins; the familiar dish name is not a complete ingredient answer.
- C.** Please do. Keep the allergen flag clear on ticket seventeen through our actual process. The new information should not disappear into a vague special-request note.
- D.** Good. Any dish suitability conclusion must concern the actual dish and preparation. We do not have an accepted alternative or a verified outcome in this conversation.

[Answers and explanations, page 154](#)

A Read the situation

LESSON 07 / REPORTING EQUIPMENT AND DISH-STATION NEEDS

Report an observable equipment problem, identify the affected work, and request review and a verified alternative.

Scale B keeps going blank

At the pastry prep bench, scale B repeatedly shows a blank display. Cook Nia has stopped using it. No cause, repair, or measurement error has been established. Lead Omar needs to arrange the appropriate review and confirm whether scale A is available and suitable for the task. Nia should name the equipment and location, describe the observed display behavior, and keep both review and alternative status clear. The case supplies no permission to repair scale B, no proof that previous batches are defective, and no confirmed time for returning it to use.

People: Nia, Cook at the pastry prep bench; Omar, Kitchen lead receiving the equipment report.

Read the record

Choose one answer per question using the facts above.

1. Which equipment is affected?

- A. Scale A confirmed faulty
- B. Every oven
- C. An unidentified dishwasher
- D. Scale B at the pastry prep bench

2. What has Nia observed?

- A. A completed repair
- B. A measured error in every previous batch
- C. The display repeatedly goes blank.
- D. A confirmed internal electrical cause

3. What is still needed about scale A?

- A. Confirmation that it is available and suitable for the task
- B. An assumption that it is already allocated to Nia
- C. Permission to dismantle scale B
- D. A guarantee of identical performance

[Answers and explanations, page 140](#)

B Vocabulary in use

CORE TERMS

equipment identifier

Name or code distinguishing a particular piece of equipment.

state the equipment identifier

fault report

Account of an equipment problem and its relevant context.

submit a fault report

intermittent fault

Problem that appears repeatedly but not necessarily continuously.

report an intermittent fault

diagnosis

Established explanation of a fault after appropriate assessment.

avoid an unsupported diagnosis

pastry bench

Work surface or station used for pastry preparation.

identify the pastry bench

measurement result

Value produced by a measurement process.

verify the measurement result

asset tag

Label used to identify equipment within an organization's records.

check the asset tag

display

Screen or indicator presenting a device's readings or status.

describe the blank display

observed symptom

Behavior directly noticed before its cause is established.

state the observed symptom

out-of-use status

State indicating equipment has been removed from use under the relevant process.

communicate out-of-use status

weighing task

Work requiring measurement of ingredient mass.

pause the weighing task

measurement uncertainty

Quantified spread associated with a measurement result, not a known measurement error.

report measurement uncertainty

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

equipment identifier EQUIPMENT IDENTIFIER

state the equipment identifier

Keep the meaning precise: Name or code distinguishing a particular piece of equipment.

observed symptom OBSERVED SYMPTOM

state the observed symptom

Keep the meaning precise: Behavior directly noticed before its cause is established.

B Precision and professional shorthand

EXTEND YOUR RANGE

resolution

Smallest displayed or distinguishable increment of a measuring device.

check the scale resolution

calibration

Comparison against a reference to establish measurement relationships, not necessarily adjustment.

review calibration information

adjustment

Intervention changing equipment response to meet a required condition.

distinguish adjustment from calibration

authorized technician

Person permitted and qualified under the relevant arrangement to assess or service equipment.

contact an authorized technician

equipment availability

Whether a device can actually be assigned for use when needed.

confirm equipment availability

capacity

Maximum load or operating range specified for the equipment.

verify scale capacity

verification

Check that specified requirements are met.

complete equipment verification

service request

Request for authorized equipment assessment or maintenance.

raise a service request

alternative equipment

Different device proposed for the required task.

verify alternative equipment

fit for task

Suitable for the specific intended work under applicable requirements.

confirm fit-for-task status

B Precision and professional shorthand / continued

return to use

Resumption of operation after the required assessment and authorization.

authorize return to use

review status

Current stage of the assessment, distinct from a completed repair.

report review status

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

measurement uncertainty MEASUREMENT UNCERTAINTY

report measurement uncertainty

Keep the meaning precise: Quantified spread associated with a measurement result, not a known measurement error.

adjustment ADJUSTMENT

distinguish adjustment from calibration

Keep the meaning precise: Intervention changing equipment response to meet a required condition.

C Phrases that move the work forward

Identify the device

Scale B at the pastry prep bench is affected.

State the action already taken

I have stopped using it.

Name the affected work

The weighing task cannot continue on this scale as normal.

Ask about the alternative

Can you confirm whether scale A is available and suitable?

Keep the status clear

Scale B has not been cleared for return to use.

Preserve the location

The report concerns the pastry bench, not an unspecified station.

Keep alternative status honest

Please check scale A before we move the weighing task.

Avoid a guessed timeline

No return-to-use time has been confirmed.

Describe the symptom

Its display keeps going blank.

Avoid a guessed cause

I do not know the cause.

Request review

Please arrange the appropriate equipment review.

Do not claim a repair

No repair has been completed.

Separate previous-work questions

We have not established an error in earlier batches.

Stay within authority

I will not attempt an unauthorized repair.

Ask for the actual next owner

Who will receive the service request?

Close the report

Scale B, pastry bench, repeated blank display, use stopped, review needed.

Precision in real exchanges

Purpose: Avoid a guessed cause

Useful wording: I do not know the cause.

Purpose: Name the affected work

Useful wording: The weighing task cannot continue on this scale as normal.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which report is strongest?

- A.** Scale B went blank, so every earlier weight must be discarded as wrong.
- B.** Scale B at the pastry bench repeatedly goes blank; I stopped using it; the cause is unknown.
- C.** Scale A at the pastry bench is unavailable because its circuit failed.
- D.** Scale B has a confirmed power-supply fault and will return in five minutes.

2. Which request about scale A is appropriate?

- A.** Ignore its capacity and measurement requirements.
- B.** It proves scale B is repaired.
- C.** Please verify that it is available and suitable for this task.
- D.** Its existence guarantees we can use it immediately.

3. A colleague needs the term for this meaning: Screen or indicator presenting a device's readings or status. Which term fits?

- A.** pastry bench
- B.** calibration
- C.** display
- D.** equipment availability

D Choose the response that fits / continued

4. Rebuild the exchange from "Scale B keeps going blank". Nia: "Can you arrange the equipment review and check whether scale A is available? I need a confirmed way forward for the work at this bench." Omar: [missing response] Nia: "I saw scale A earlier, but another station may need it. Could you check that as well as whether it fits this weighing task?" Which response belongs in the gap?

- A.** I will include the equipment identifier and the pastry location. That gives the person reviewing it a clear starting point without a guessed cause.
- B.** I will arrange the appropriate service request. I also need to check scale A rather than assume it can be assigned to you immediately.
- C.** Do not promise a return to use time. We have a report to route and an alternative to verify, not a completed equipment decision.
- D.** Yes, it must be fit for task. I will not call it suitable just because it is another scale or appears to be free.

[Answers and explanations, page 140](#)

One useful distinction

The display keeps going blank is an observation. The power supply has failed is a cause claim not supplied by this case. Describe the symptom without opening, adjusting, or repairing equipment outside the actual authorized process.

E Conversation

Scale B keeps going blank

Scale B keeps going blank

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

measurement result / out-of-use status / Equipment availability / equipment identifier / review status / service request / return to use / fit for task / fault report / observed symptom

- 01 **Nia:** Omar, I need help with scale B at the pastry prep bench. Its display keeps going blank, so I have stopped using it for the weighing task.
- 02 **Omar:** Thank you for making the ¹ _____ specific. Scale B, pastry prep bench, repeated blank display, and use stopped. Do you know the cause, or only the symptom?
- 03 **Nia:** Only the display problem. It has happened repeatedly. I have stopped using B and have not opened it or tried a repair.
- 04 **Omar:** Keep that as an ² _____. We should not write that a particular component failed when we have not established it through the appropriate assessment.
- 05 **Nia:** Can you arrange the equipment review and check whether scale A is available? I need a confirmed way forward for the work at this bench.
- 06 **Omar:** I will arrange the appropriate ³ _____. I also need to check scale A rather than assume it can be assigned to you immediately.
- 07 **Nia:** I saw scale A earlier, but another station may need it. Could you check that as well as whether it fits this weighing task?
- 08 **Omar:** Exactly. ⁴ _____ is one question, and suitability is another. We need both answered before presenting it as your confirmed alternative.
- 09 **Nia:** Please keep the location in the report. A message saying the scale is blank could send someone to a different bench or device.
- 10 **Omar:** I will include the ⁵ _____ and the pastry location. That gives the person reviewing it a clear starting point without a guessed cause.

Conversation continues on the next page.

Scale B keeps going blank

CONVERSATION / CONTINUED

- 11 **Nia:** Does this automatically mean that everything I weighed earlier was wrong? I do not have evidence about those earlier readings from this symptom alone.
- 12 **Omar:** It does not establish a specific ⁶ _____ as wrong. Any question about earlier work needs its own appropriate review, not a blanket conclusion or a blanket reassurance.
- 13 **Nia:** I will not resume using scale B just because the display briefly comes back. The repeated blanking is the problem I am reporting.
- 14 **Omar:** Keep the ⁷ _____ clear through our actual process. A momentary display change is not evidence that a repair or required check has been completed.
- 15 **Nia:** For scale A, we need more than a place to put ingredients. Its capacity and the required measurement performance have to fit the job.
- 16 **Omar:** Yes, it must be ⁸ _____. I will not call it suitable just because it is another scale or appears to be free.
- 17 **Nia:** What should I tell pastry about the delay? I have no confirmed review or return time for B.
- 18 **Omar:** Do not promise a ⁹ _____ time. We have a report to route and an alternative to verify, not a completed equipment decision.
- 19 **Nia:** My update to the team will be scale B unavailable for our task, use stopped, cause unknown, and scale A still awaiting your confirmation.
- 20 **Omar:** That accurately states the ¹⁰ _____. I will handle the review route and alternative check, and communicate the actual outcome before anyone treats the issue as resolved.

CHECK THE GAPS

1. fault report / 2. observed symptom / 3. service request / 4. Equipment availability / 5. equipment identifier / 6. measurement result / 7. out-of-use status / 8. fit for task / 9. return to use / 10. review status

[Why these answers fit, page 141](#)

F Check accuracy and scope

Scale B keeps going blank

Return to the case

At the pastry prep bench, scale B repeatedly shows a blank display. Cook Nia has stopped using it. No cause, repair, or measurement error has been established. Lead Omar needs to arrange the appropriate review and confirm whether scale A is available and suitable for the task. Nia should name the equipment and location, describe the observed display behavior, and keep both review and alternative status clear. The case supplies no permission to repair scale B, no proof that previous batches are defective, and no confirmed time for returning it to use.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. What does the fault establish about previous batches?

- A. No specific previous-batch error by itself
- B. That every batch is unsafe
- C. That every earlier weight was exact
- D. That no review could ever be needed

2. Which statement falsely reports completion?

- A. Review is needed.
- B. Nia stopped using scale B.
- C. No return time is confirmed.
- D. Scale B is repaired and cleared for use.

[Answers and explanations, page 143](#)

Listen for the distinction

Switch roles. Separate the observed blank display from a diagnosed cause; keep scale A's availability and suitability unconfirmed.

Describe the symptom before the cause

A useful fault report identifies the equipment, location, observed behavior, and work already stopped. Avoid presenting a guess as a diagnosis. Ask for the specific support needed so the lead can route the problem and assess an alternative through the actual procedure.

F Say it / transfer to a new case

Report another display problem

Scale C at the cold-prep bench repeatedly goes blank. Cook Noor has stopped using it. The cause is unknown. Lead Maya will arrange review and verify whether scale D is available and suitable.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

D / unknown / C / cold-prep

- 01 **Cook:** The affected scale is ¹ _____.
- 02 **Lead:** Its location is the ² _____ bench.
- 03 **Cook:** The cause remains ³ _____.
- 04 **Lead:** The proposed alternative is scale ⁴ _____.

CHECK THE GAPS

1. C / 2. cold-prep / 3. unknown / 4. D

[Why these answers fit, page 143](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "Scale B keeps going blank". Nia: "I will not resume using scale B just because the display briefly comes back. The repeated blanking is the problem I am reporting." Omar: [missing response] Nia: "For scale A, we need more than a place to put ingredients. Its capacity and the required measurement performance have to fit the job." Which response belongs in the gap?

- A.** I will arrange the appropriate service request. I also need to check scale A rather than assume it can be assigned to you immediately.
- B.** I will include the equipment identifier and the pastry location. That gives the person reviewing it a clear starting point without a guessed cause.
- C.** Keep the out-of-use status clear through our actual process. A momentary display change is not evidence that a repair or required check has been completed.
- D.** Keep that as an observed symptom. We should not write that a particular component failed when we have not established it through the appropriate assessment.

[Answers and explanations, page 144](#)

A Read the situation

LESSON 08 / CLOSING AND HANDING OVER UNFINISHED WORK

Transfer unfinished closing work with explicit acceptance while preserving separate counts, reviews, and completion states.

Counted is not checked

At shift change, cook Elena has completed the garnish count: twelve portions. A waste-log entry concerning three damaged tarts is awaiting the lead's review. The closing shelf check has not been performed. Incoming cook Owen is asked to accept that shelf check. The handover does not establish disposal of the tarts, approval of the waste entry, completion of shelf checks, or release of any food for service. Elena must give each item its actual status, and Owen must repeat the specific task he is accepting without implying that the whole kitchen is closed.

People: Elena, Outgoing cook; Owen, Incoming cook.

Read the record

Choose one answer per question using the facts above.

1. What task is complete?

- A. The closing shelf check
- B. The lead's waste review
- C. Every kitchen closing task
- D. The garnish count at twelve portions

2. What awaits lead review?

- A. The waste-log entry for three damaged tarts
- B. An approved disposal certificate
- C. A completed shelf inspection
- D. A new garnish order

3. What task is Owen asked to accept?

- A. A completed task needing no action
- B. The unperformed closing shelf check
- C. Retroactive approval of every waste entry
- D. An invented repair

[Answers and explanations, page 145](#)

B Vocabulary in use

CORE TERMS

closing checklist

Record of required end-of-service or shift tasks and their actual status.

follow the closing checklist

waste log

Record of food waste or relevant waste events under the actual process.

update the waste log

review pending

Status indicating a required assessment has not yet been completed.

mark review pending

completed count

Quantity check actually finished, distinct from other controls.

report the completed count

incoming cook

Colleague accepting work at the next shift or stage.

brief the incoming cook

task acceptance

Explicit agreement to take responsibility for a specified action.

confirm task acceptance

garnish count

Number of prepared garnish portions established by counting.

complete the garnish count

damaged product

Item affected by physical or other damage requiring appropriate handling.

identify damaged product

shelf check

Examination of a storage shelf against the relevant requirements.

perform the shelf check

carryover task

Work transferred unfinished to a later person or shift.

assign a carryover task

outgoing cook

Colleague transferring responsibility or finishing a shift.

receive the outgoing cook's handover

completion record

Evidence that a defined task was actually performed.

update the completion record

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

closing checklist CLOSING CHECKLIST

follow the closing checklist

Keep the meaning precise: Record of required end-of-service or shift tasks and their actual status.

shelf check SHELF CHECK

perform the shelf check

Keep the meaning precise: Examination of a storage shelf against the relevant requirements.

B Precision and professional shorthand

EXTEND YOUR RANGE

sign-off

Authorized acknowledgment of completion or approval in the relevant process.

obtain the required sign-off

date marking

Labeling food with relevant dates under the actual food-safety system.

verify date marking

FIFO

First in, first out: rotation approach using earlier received stock first where appropriate.

follow the FIFO arrangement

storage location

Identified place where an item is held.

record the storage location

sanitizing

Treatment reducing microorganisms to the required level under the applicable process.

verify the sanitizing step

disposal authorization

Permission for a disposal action under the applicable procedure.

verify disposal authorization

stock rotation

Organized use of stock in the required order.

check stock rotation

FEFO

First expiring, first out: prioritize the earliest applicable expiry while stock remains suitable and within its permitted use period.

distinguish FEFO from FIFO

cleaning

Removal of food residue, dirt, and other unwanted material.

complete the required cleaning

warewashing

Cleaning and sanitizing utensils and food-contact equipment through the appropriate system.

follow warewashing procedures

B Precision and professional shorthand / continued

unperformed check

Required examination that has not yet taken place.

disclose an unperformed check

closing handover

Transfer of actual end-of-shift status and unfinished work.

give a closing handover

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

completion record COMPLETION RECORD

update the completion record

Keep the meaning precise: Evidence that a defined task was actually performed.

FIFO FIFO

follow the FIFO arrangement

Keep the meaning precise: First in, first out: rotation approach using earlier received stock first where appropriate.

Phrases that move the work forward

Open the handover

I have one completed count and two unfinished matters to hand over.

Name the pending review

The waste entry for three damaged tarts awaits the lead's review.

Ask for acceptance

Can you take the shelf check?

Preserve the decision owner

The lead still owns the waste review.

Keep the units

Twelve portions of garnish and three damaged tarts are different counts.

Record completion afterward

Mark the shelf check complete only after it has been performed.

Separate counting and suitability

A completed count does not by itself authorize service.

Preserve the open entry

Keep the waste-review status visible until the decision is made.

Report the finished count

The garnish count is complete at twelve portions.

State the unchecked task

The closing shelf check has not been performed.

Accept precisely

I accept the shelf check; I have not completed it yet.

Avoid a false disposal record

The waste entry is pending; I cannot confirm disposal.

Do not call everything done

The whole closing checklist is not complete.

Keep controls active

Follow the actual handling requirements for the damaged items.

Identify the next update

Report the shelf-check result through the closing process.

Close with clear ownership

Owen accepts the shelf check; the lead retains the waste review.

Precision in real exchanges

Purpose: State the unchecked task

Useful wording: The closing shelf check has not been performed.

Purpose: Ask for acceptance

Useful wording: Can you take the shelf check?

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which handover is accurate?

- A.** Waste approved and shelves checked because garnish is counted
- B.** Three portions of garnish and twelve damaged tarts
- C.** Garnish count complete at twelve; three-tart waste entry pending; shelf check not performed.
- D.** All closing tasks done

2. What does Owen accepting the shelf check establish?

- A.** Disposal of every damaged item
- B.** Ownership of the next task, not completion
- C.** That the shelves are already checked
- D.** Approval of the waste entry

3. A colleague needs the term for this meaning: Item affected by physical or other damage requiring appropriate handling. Which term fits?

- A.** date marking
- B.** incoming cook
- C.** damaged product
- D.** sanitizing

D Choose the response that fits / continued

4. Rebuild the exchange from "Counted is not checked". Elena: "The waste-log entry concerns three damaged tarts. It still awaits the lead's review, and I have no approved outcome to pass to you." Owen: [missing response] Elena: "Correct. I am not reporting that the tarts have been disposed of, or that the entry has been approved. Those events are not established by this note." Which response belongs in the gap?

- A.** That boundary stays clear in the waste log. I can preserve its pending status while taking responsibility for the shelf check.
- B.** I will keep that as review pending. The three damaged tarts and the twelve garnish portions are different items with different statuses.
- C.** The completion record will reflect what I actually do. I will not let an accepted task turn into a completed task before the work occurs.
- D.** Understood. The completed count is twelve portions of garnish. I will keep that separate from shelf condition, storage checks, and any permission to use the food.

[Answers and explanations, page 145](#)

One useful distinction

Twelve garnish portions counted does not establish that shelves have been checked or that every food-safety control is complete. Keep quantity, task completion, and permission to use or dispose of food as separate matters.

E Conversation

Counted is not checked

Counted is not checked

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

closing checklist / shelf check / carryover task / task acceptance / closing handover /
review pending / completed count / waste log / completion record / disposal authorization

- 01 **Elena:** Owen, before I finish, I need to hand over three separate items. The garnish count is done, but the waste review and shelf check are not complete.
- 02 **Owen:** I am ready for the ¹ _____. Please give me each count and status separately so I do not confuse a finished task with one I need to take on.
- 03 **Elena:** Garnish is counted: twelve portions. That is the finished count; the other closing checks still need their own entries.
- 04 **Owen:** Understood. The ² _____ is twelve portions of garnish. I will keep that separate from shelf condition, storage checks, and any permission to use the food.
- 05 **Elena:** The waste-log entry concerns three damaged tarts. It still awaits the lead's review, and I have no approved outcome to pass to you.
- 06 **Owen:** I will keep that as ³ _____. The three damaged tarts and the twelve garnish portions are different items with different statuses.
- 07 **Elena:** Correct. I am not reporting that the tarts have been disposed of, or that the entry has been approved. Those events are not established by this note.
- 08 **Owen:** Then I will not record ⁴ _____ or a disposal event from the handover alone. The actual handling requirements still apply while the record is being reviewed.
- 09 **Elena:** The third item is the closing shelf check. It has not been performed. Can you accept responsibility for carrying it out through our closing process?
- 10 **Owen:** Yes, I accept that ⁵ _____. I will perform the shelf check and report the actual result. Accepting it now does not mean it is already done.

Conversation continues on the next page.

Counted is not checked

CONVERSATION / CONTINUED

- 11 **Elena:** Please record the shelf result after the check. I have left it unfinished on my sheet, so no one should copy a completed mark from yesterday.
- 12 **Owen:** The ⁶ _____ will reflect what I actually do. I will not let an accepted task turn into a completed task before the work occurs.
- 13 **Elena:** We also should not use the garnish count as a shortcut for checking labels, storage arrangements, or whatever the actual shelf procedure requires.
- 14 **Owen:** Agreed. The ⁷ _____ has its own requirements. I will follow the actual checklist rather than assume a known quantity proves the shelf has been checked.
- 15 **Elena:** The lead still owns the waste review. I am asking you to take the shelf task, not to approve the waste entry outside your authority.
- 16 **Owen:** That boundary stays clear in the ⁸ _____. I can preserve its pending status while taking responsibility for the shelf check.
- 17 **Elena:** Can you give me the three-item read-back? Especially who has the shelf check and who has the waste review.
- 18 **Owen:** My ⁹ _____ is the shelf check. Garnish is counted at twelve portions, the entry for three damaged tarts awaits the lead, and the shelf check is still unperformed.
- 19 **Elena:** That is correct. When the shelf check is finished, report its real result through the process. Until then, the kitchen closing work is not all complete.
- 20 **Owen:** I will keep the ¹⁰ _____ accurate. My next action is the shelf check, while the lead retains the waste review and all actual food-handling controls remain in force.

CHECK THE GAPS

1. closing handover / 2. completed count / 3. review pending / 4. disposal authorization / 5. carryover task / 6. completion record / 7. shelf check / 8. waste log / 9. task acceptance / 10. closing checklist

[Why these answers fit, page 146](#)

F Check accuracy and scope

Counted is not checked

Return to the case

At shift change, cook Elena has completed the garnish count: twelve portions. A waste-log entry concerning three damaged tarts is awaiting the lead's review. The closing shelf check has not been performed. Incoming cook Owen is asked to accept that shelf check. The handover does not establish disposal of the tarts, approval of the waste entry, completion of shelf checks, or release of any food for service. Elena must give each item its actual status, and Owen must repeat the specific task he is accepting without implying that the whole kitchen is closed.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. Which claim is unsupported?

- A. The shelf check remains open.
- B. The three damaged tarts have been disposed of with approval.
- C. The waste entry awaits review.
- D. Twelve garnish portions were counted.

2. How should completion be recorded?

- A. Before checking because someone accepted the task
- B. By copying a previous shift's sign-off
- C. By replacing every pending label with done
- D. After the actual required check, using its real result

[Answers and explanations, page 148](#)

Listen for the distinction

Switch roles. Accept the shelf check without marking it complete or approving the lead's waste decision.

Finished tasks do not erase unfinished ones

A confident handover can include incomplete work. Name it plainly, assign the next action, and keep a pending review with its decision owner. Avoid an all done summary that hides one unchecked area behind another completed count.

F Say it / transfer to a new case

Transfer another unfinished closing check

The sauce count is complete at nine portions. A waste entry for two damaged rolls awaits lead review. The refrigerator shelf check is unperformed. Incoming cook Noor accepts that check.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

unperformed / rolls / nine / Noor

- 01 **Outgoing cook:** The completed sauce count is ¹ _____ portions.
- 02 **Incoming cook:** The waste entry concerns two damaged ² _____.
- 03 **Outgoing cook:** The shelf check remains ³ _____.
- 04 **Incoming cook:** The receiving cook is ⁴ _____.

CHECK THE GAPS

1. nine / 2. rolls / 3. unperformed / 4. Noor

[Why these answers fit, page 148](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "Counted is not checked". Elena: "We also should not use the garnish count as a shortcut for checking labels, storage arrangements, or whatever the actual shelf procedure requires." Owen: [missing response] Elena: "The lead still owns the waste review. I am asking you to take the shelf task, not to approve the waste entry outside your authority." Which response belongs in the gap?

- A.** Yes, I accept that carryover task. I will perform the shelf check and report the actual result. Accepting it now does not mean it is already done.
- B.** Understood. The completed count is twelve portions of garnish. I will keep that separate from shelf condition, storage checks, and any permission to use the food.
- C.** Agreed. The shelf check has its own requirements. I will follow the actual checklist rather than assume a known quantity proves the shelf has been checked.
- D.** Then I will not record disposal authorization or a disposal event from the handover alone. The actual handling requirements still apply while the record is being reviewed.

[Answers and explanations, page 149](#)

Review 4 / Meaning and context

Use language from the lessons you have completed. Choose one answer per question.

Case file

Revisit "Reporting equipment and dish-station needs" and "Closing and handing over unfinished work". Choose precise terminology, then reconstruct the missing responses using both neighboring turns. The final two questions also revisit earlier conversations.

1. A colleague needs the term for this meaning: Account of an equipment problem and its relevant context. Which term fits?

- A. out-of-use status
- B. alternative equipment
- C. fault report
- D. capacity

2. A colleague needs the term for this meaning: Work transferred unfinished to a later person or shift. Which term fits?

- A. storage location
- B. carryover task
- C. closing checklist
- D. sign-off

3. Rebuild the exchange from "No cheese is not the full question". Arun: "We will need the actual current sauce information, not a memory of a recipe that may have been used on another service." Tessa: [missing response] Arun: "I will check the full ingredient information, including the sauce components. Its name alone does not tell us what went into it." Which response belongs in the gap?

- A. That is an accurate guest update. Keep the uncertainty visible, and do not propose an unverified replacement as automatically safe.
- B. Exactly. Recipe verification must match what is being prepared. If it is a supplied product, the current product information matters as well.
- C. Say it is an unverified component. We have no verified ingredient finding here. Do not turn unknown into definitely contains milk or definitely suitable.
- D. Correct. Cross-contact needs the appropriate process too. We should not present one completed ingredient check as proof that every relevant preparation question is settled.

Review 4 / Meaning and context / continued

4. Rebuild the exchange from "Counted is not checked". Elena: "Can you give me the three-item read-back? Especially who has the shelf check and who has the waste review." Owen: [missing response] Elena: "That is correct. When the shelf check is finished, report its real result through the process. Until then, the kitchen closing work is not all complete." Which response belongs in the gap?

- A.** Then I will not record disposal authorization or a disposal event from the handover alone. The actual handling requirements still apply while the record is being reviewed.
- B.** My task acceptance is the shelf check. Garnish is counted at twelve portions, the entry for three damaged tarts awaits the lead, and the shelf check is still unperformed.
- C.** I will keep the closing checklist accurate. My next action is the shelf check, while the lead retains the waste review and all actual food-handling controls remain in force.
- D.** I am ready for the closing handover. Please give me each count and status separately so I do not confuse a finished task with one I need to take on.

[Answers and explanations, page 156](#)

Language for the next case

More guests, smaller portions

recipe yield

Twelve portions at 250 mL each give a 3,000 mL, or 3 L, base yield.

Mateo: Yes. The original recipe yield is twelve portions at two hundred fifty milliliters each: three liters altogether.

portion size

The new portion size is 200 mL, so the target is thirty smaller servings rather than thirty original-size servings.

Mateo: Right. Keep the portion size visible beside the count. More guests does not mean we can ignore what each guest receives.

unit conversion

4.8 L equals 4,800 mL; switching unit labels without converting the number would change the quantity.

Mateo: Correct. The unit conversion to milliliters would be four thousand eight hundred. Say the number and unit together when you read it back.

scaling factor

The required 6 L divided by the original 3 L gives a scaling factor of 2, not the count-only ratio 2.5.

Mateo: Correct. The scaling factor is six divided by three: two. Thirty divided by twelve would ignore the changed serving size.

prepared carrots

The ingredient amount is for carrots in the recipe's prepared form; it is not automatically the amount to purchase before trimming.

Mateo: Yes, and keep the prepared form stated. Those are prepared carrots, not an instruction to buy one point eight kilograms before any trimming loss.

Process time

Process time depends on the approved method and equipment; an ingredient scaling factor does not automatically multiply cooking time.

Mateo: It does not follow from doubling ingredients. Process time and equipment loading need their own approved checks, not an automatic times-two rule.

Read the phrases aloud. Then complete the conversation on the following pages using the word bank.

Conversation

More guests, smaller portions

Fictional calculation check: the approved soup recipe yields twelve 250 mL portions. The event requires thirty 200 mL portions. Two listed ingredients are 900 g prepared carrots and 2.4 L stock in the base recipe. This excerpt is not a complete recipe or a production authorization; the lead must confirm the adjusted process and equipment.

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

recipe yield / prepared carrots / portion size / unit conversion / Process time /
scaling factor

- 01 **Asha:** I was about to multiply the soup recipe by two and a half for thirty guests, but the event sheet says smaller portions. Can we check the basis first?
- 02 **Mateo:** Yes. The original ¹ _____ is twelve portions at two hundred fifty milliliters each: three liters altogether.
- 03 **Asha:** The new portions are two hundred milliliters, and we need thirty. That makes six thousand milliliters, or six liters.
- 04 **Mateo:** Correct. The ² _____ is six divided by three: two. Thirty divided by twelve would ignore the changed serving size.
- 05 **Asha:** So the two-and-a-half calculation would make seven and a half liters at the old portion size. That is not this event's stated target.
- 06 **Mateo:** Right. Keep the ³ _____ visible beside the count. More guests does not mean we can ignore what each guest receives.

Conversation / continued

- 07 **Asha:** For the carrots, nine hundred grams times two is eighteen hundred grams. I will write one point eight kilograms if the production sheet uses kilograms.
- 08 **Mateo:** Yes, and keep the prepared form stated. Those are ⁴ _____, not an instruction to buy one point eight kilograms before any trimming loss.
- 09 **Asha:** The stock starts at two point four liters. Twice that is four point eight liters, not four hundred eighty milliliters.
- 10 **Mateo:** Correct. The ⁵ _____ to milliliters would be four thousand eight hundred. Say the number and unit together when you read it back.

Conversation continues on the next page.

More guests, smaller portions

CONVERSATION / CONTINUED

- 11 **Asha:** Those two lines are only part of the recipe. I still need the complete approved ingredient list rather than treat carrots and stock as the whole formula.
- 12 **Mateo:** Exactly. Check every line through the approved conversion. Keep this arithmetic check separate from permission to start production.
- 13 **Asha:** Should the cooking time also be doubled? That would be an easy rule to remember, but I am not sure it follows.
- 14 **Mateo:** It does not follow from doubling ingredients. ⁶ _____ and equipment loading need their own approved checks, not an automatic times-two rule.
- 15 **Asha:** We may need more than one preparation cycle if the equipment cannot take the whole quantity. Six liters required does not specify one vessel.
- 16 **Mateo:** Right. I will confirm the production arrangement, including the complete recipe, capacity, method, and applicable controls before authorizing the work.
- 17 **Asha:** My calculation read-back: twelve at two hundred fifty is three liters; thirty at two hundred is six liters; factor two.
- 18 **Mateo:** And the two ingredient lines?
- 19 **Asha:** One point eight kilograms prepared carrots and four point eight liters stock. The target is six liters finished yield, not the sum of two unrelated unit labels.
- 20 **Mateo:** Confirmed for the calculation. Keep the complete adjusted recipe and process checks with the production sheet, then begin only under the actual approved arrangement.

CHECK THE GAPS

1. recipe yield / 2. scaling factor / 3. portion size / 4. prepared carrots / 5. unit conversion / 6. Process time

[Why these answers fit, page 158](#)

Change both count and size

A fictional base recipe yields twenty 150 mL portions. The new target is thirty-six 125 mL portions. Its base celery line is 600 g prepared celery. Calculate quantities only; the full recipe and production controls still require review.

Complete the exchange using each phrase once. Read both roles, then switch roles and repeat with the bank covered.

WORD AND PHRASE BANK

3 / 4.5 / 1.5 / 900

- 01 **Cook:** The base yield is ¹ _____ liters.
- 02 **Lead:** The new target yield is ² _____ liters.
- 03 **Cook:** The conversion factor is ³ _____ .
- 04 **Lead:** The adjusted prepared celery is ⁴ _____ grams.

CHECK THE GAPS

1. 3 / 2. 4.5 / 3. 1.5 / 4. 900

[Why these answers fit, page 158](#)

Keep the distinction audible

Explain a recipe conversion using both portion count and portion size, with consistent units.

Language for the next case

Buying weight is not usable yield

as-purchased weight

The test starts with 8 kg in purchased form, before the specified trimming stage.

Lina: Check the as-purchased weight against the usable output. We started the test with eight kilograms and finished with six point four.

edible portion

The requirement is 10 kg of prepared usable carrots, often described as the edible portion, not 10 kg of untrimmed purchased input.

Lina: Correct. Our edible portion requirement is ten kilograms. To work back to purchase weight, divide ten by zero point eight.

cost per usable kilogram

The \$20 purchase cost divided by 10 kg prepared output is \$2 per usable kilogram, before labor and other costs.

Lina: Right. With no trim credit in this case, the cost per usable kilogram is twenty divided by ten: two dollars.

yield percentage

6.4 kg of prepared output divided by 8 kg input, multiplied by 100, equals 80% for this defined trimming stage.

Lina: Yes. That is the yield percentage. It describes this trimming stage, not a guarantee for every delivery or the final cooked dish.

shortfall

Adding 20% to 10 kg produces 12 kg input and only 9.6 kg usable output at 80%, a 0.4 kg shortfall.

Lina: Exactly. Twelve multiplied by eighty percent produces nine point six kilograms. It still leaves a shortfall of four hundred grams.

portion ingredient cost

0.25 kg at \$2 per usable kg costs \$0.50; this covers only the carrot ingredient, not the complete dish or its selling price.

Lina: Yes. Convert two hundred fifty grams to zero point two five kilograms before multiplying. That is a portion ingredient cost for carrots only.

Read the phrases aloud. Then complete the conversation on the following pages using the word bank.

Conversation

Buying weight is not usable yield

Fictional trimming test: 8 kg as-purchased carrots yields 6.4 kg prepared carrots at the specified stage. Planning assumes that 80% yield for a 10 kg prepared-carrot requirement. Purchase cost is \$1.60 per kg, with no credit assigned to trim and no other costs included. These are case figures, not universal carrot yields.

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

yield percentage / cost per usable kilogram / shortfall / edible portion /
portion ingredient cost / as-purchased weight

- 01 **Ben:** The prep requirement is ten kilograms of prepared carrots. I was going to request ten kilograms from stores, but our yield sheet suggests that will not be enough.
- 02 **Lina:** Check the ¹ _____ against the usable output. We started the test with eight kilograms and finished with six point four.
- 03 **Ben:** Six point four divided by eight is zero point eight. That means eighty percent reached the prepared form specified on this sheet.
- 04 **Lina:** Yes. That is the ² _____. It describes this trimming stage, not a guarantee for every delivery or the final cooked dish.
- 05 **Ben:** Then ten kilograms before trimming would give eight kilograms prepared if this yield holds. We would be two kilograms short of the requirement.
- 06 **Lina:** Correct. Our ³ _____ requirement is ten kilograms. To work back to purchase weight, divide ten by zero point eight.

Conversation / continued

- 07 **Ben:** That gives twelve point five kilograms to request. I should not just add twenty percent to ten and stop at twelve.
- 08 **Lina:** Exactly. Twelve multiplied by eighty percent produces nine point six kilograms. It still leaves a ⁴ _____ of four hundred grams.
- 09 **Ben:** The purchase rate is one dollar sixty per kilogram. Twelve point five kilograms would cost twenty dollars at that rate.
- 10 **Lina:** Right. With no trim credit in this case, the ⁵ _____ is twenty divided by ten: two dollars.

Conversation continues on the next page.

Buying weight is not usable yield

CONVERSATION / CONTINUED

- 11 **Ben:** So one dollar sixty is the purchased-kilogram rate, and two dollars is the prepared-kilogram ingredient cost. They are not competing quotes for the same form.
- 12 **Lina:** That is the distinction to explain. The preparation loss changes how much usable product the purchase buys; it does not mean the supplier raised the price.
- 13 **Ben:** For a recipe needing two hundred fifty grams of these prepared carrots, the ingredient cost would be fifty cents at two dollars per kilogram.
- 14 **Lina:** Yes. Convert two hundred fifty grams to zero point two five kilograms before multiplying. That is a ⁶ _____ for carrots only.
- 15 **Ben:** It is not the menu price or the cost of the entire dish. Labor, other ingredients, and other costs are outside this calculation.
- 16 **Lina:** Correct. Also, this sheet assigns no value to the trim. If another approved costing method gives usable by-products a credit, we would need that stated separately.
- 17 **Ben:** I will not describe every gram outside the prepared-carrot output as spoiled food. This test records a preparation yield, not the condition of every removed piece.
- 18 **Lina:** Good. Keep the actual trimming and waste records accurate, and use only the kitchen's approved handling arrangements. Do not invent a salvage value or use.
- 19 **Ben:** My request is twelve point five kilograms in purchased form to plan for ten kilograms prepared, assuming the recorded eighty-percent yield.
- 20 **Lina:** Confirmed. Record the actual input and output when the job is done. If the yield differs, report it; do not change the serving specification to conceal the difference.

CHECK THE GAPS

1. as-purchased weight / 2. yield percentage / 3. edible portion / 4. shortfall / 5. cost per usable kilogram / 6. portion ingredient cost

[Why these answers fit, page 160](#)

Use the decimal yield

A fictional preparation has 75% usable yield. The required usable amount is 9 kg. Purchase cost is \$3 per kg, with no trim credit or other costs in this example.

Complete the exchange using each phrase once. Read both roles, then switch roles and repeat with the bank covered.

WORD AND PHRASE BANK

36 / 4 / 12 / 0.80

- 01 **Cook:** The required purchased amount is ¹ _____ kilograms.
- 02 **Lead:** The purchase cost is ² _____ dollars.
- 03 **Cook:** The cost per usable kilogram is ³ _____ dollars.
- 04 **Lead:** A 200 g usable portion costs ⁴ _____ dollars for this ingredient.

CHECK THE GAPS

1. 12 / 2. 36 / 3. 4 / 4. 0.80

[Why these answers fit, page 160](#)

Keep the distinction audible

Read a trimming test, calculate purchase quantity, and explain cost per usable kilogram.

Language for the next case

Trace the ingredient into the dish

lot code

Q17 is the recalled supplier lot, linking the specific sauce receipt and containers; a brand name alone is not the full identifier.

Nia: Keep the lot code with each entry. The stop-use and stop-service response is already in effect; this count must not delay it.

batch records

The kitchen batch records link supplier sauce lot Q17 to dressings D9 and D10, extending the check beyond the original bottles.

Nia: Those batch records explain why we have stopped service of both dressings. Do not check only the storeroom and overlook food already made with the ingredient.

traceability gap

Earlier service is still under investigation; the incomplete trail cannot support a claim that no guest received affected food.

Nia: Report that traceability gap immediately through the response. Required external action and guest-protection decisions must not wait for us to produce a neat final tally.

remaining stock

Two sealed bottles and one partly used bottle contain remaining sauce; an empty fourth bottle is not a full bottle available for recovery.

Nia: That records three bottles containing remaining stock. Do not list the empty bottle as a full unit recovered.

disposition

Disposition is the actual decision and outcome for held material, such as authorized return or disposal; holding alone does not establish either.

Nia: Keep their disposition pending until the applicable instructions are carried out and recorded. Nobody should put the food back into service on their own.

recall update

A recall update may change scope or instructions; merely receiving it does not establish that the earlier interpretation remains current.

Nia: Review that recall update promptly and communicate any change to the affected teams. Keep the response aligned with the current notice and enforcement advice.

Read the phrases aloud. Then complete the conversation on the following pages using the word bank.

Conversation

Trace the ingredient into the dish

Fictional Australian kitchen: a verified recall notice names sauce lot Q17 for undeclared sesame. Lead Nia has immediately stopped its use and service, isolated remaining stock and related dressing batches D9/D10, and begun the recall response. This later record check must not delay protective action or required notifications. Prior service is still being investigated.

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

traceability gap / remaining stock / disposition / lot code / batch records / recall update

- 01 **Cole:** The receiving record shows four bottles of the recalled sauce, lot Q seventeen. I have two sealed bottles, one partly used bottle, and the label from the emptied fourth.
- 02 **Nia:** Keep the ¹ _____ with each entry. The stop-use and stop-service response is already in effect; this count must not delay it.
- 03 **Cole:** The two sealed bottles and the remaining contents of the opened bottle are identified and separated. The empty bottle's label is retained with the record.
- 04 **Nia:** That records three bottles containing ² _____. Do not list the empty bottle as a full unit recovered.
- 05 **Cole:** I cannot give a total volume recovered until the actual remaining quantities are established. Four received does not mean four full bottles still exist.
- 06 **Nia:** Correct. Keep container count and contents quantity separate. Preserve the receipt, labels, and preparation information through our response process.
- 07 **Cole:** The preparation sheet links the emptied bottle to dressing batch D nine. The partly used bottle is linked to D ten.
- 08 **Nia:** Those ³ _____ explain why we have stopped service of both dressings. Do not check only the storeroom and overlook food already made with the ingredient.
- 09 **Cole:** Both dressing batches have been identified and held. I have not recorded disposal or return; neither outcome has been confirmed to me.
- 10 **Nia:** Keep their ⁴ _____ pending until the applicable instructions are carried out and recorded. Nobody should put the food back into service on their own.

Conversation continues on the next page.

Trace the ingredient into the dish

CONVERSATION / CONTINUED

- 11 **Cole:** Another case has the same brand but lot Q eighteen. It is not the lot named in the notice we have.
- 12 **Nia:** Record that distinction and check the full current recall identifiers and any updates. A different lot code is not a blanket safety certificate for every product or use.
- 13 **Cole:** Some dressing may have been served earlier. The service records are still being checked, so I cannot honestly say nobody received it.
- 14 **Nia:** Report that ⁵ _____ immediately through the response. Required external action and guest-protection decisions must not wait for us to produce a neat final tally.
- 15 **Cole:** I will give you the verified links and clearly mark the uncertain service history. I will not fill missing quantities from memory and present them as measured.
- 16 **Nia:** Good. Keep the source of each quantity visible. An estimate, a preparation entry, and a physically measured remainder are different kinds of information.
- 17 **Cole:** The new message from the supplier has been received. I have not checked whether it changes the affected lots or the action instructions.
- 18 **Nia:** Review that ⁶ _____ promptly and communicate any change to the affected teams. Keep the response aligned with the current notice and enforcement advice.
- 19 **Cole:** My handoff is four Q seventeen bottles received, three with remaining contents, one emptied, and links to D nine and D ten. Prior service remains unresolved.
- 20 **Nia:** Accepted. Continue the assigned record checks while the protective response remains active. Counts and an internal handoff do not mean the recall, notifications, or guest follow-up are complete.

CHECK THE GAPS

1. lot code / 2. remaining stock / 3. batch records / 4. disposition / 5. traceability gap / 6. recall update

[Why these answers fit, page 162](#)

Do not lose the prepared batch

A verified fictional recall names ingredient lot R6. Immediate protective action is already under way. Five tubs were received: three remain sealed and two were fully used in batch S4. S4 is held; earlier service is unresolved. An empty tub is not recovered ingredient.

Complete the exchange using each phrase once. Read both roles, then switch roles and repeat with the bank covered.

WORD AND PHRASE BANK

three / unresolved / R6 / S4

- 01 **Cook:** The recalled supplier lot is ¹ _____ .
- 02 **Lead:** The sealed tubs containing remaining ingredient number ² _____ .
- 03 **Cook:** The preparation record links the used ingredient to batch ³ _____ .
- 04 **Lead:** Earlier service remains ⁴ _____ .

CHECK THE GAPS

1. R6 / 2. three / 3. S4 / 4. unresolved

[Why these answers fit, page 162](#)

Keep the distinction audible

Link a recalled supplier lot to kitchen batches and report known quantities without declaring the recall complete.

01 / Answers and explanations

A / Read the situation

A1. What is missing from soup: 24?

D. The unit

The number is present, but it does not say portions, containers, or another unit.

[Return to the exercise, page 4](#)

A2. What did Mateo intend?

A. Twenty-four portions from the current recipe

The lead clarifies portions and the current recipe as the intended production basis.

[Return to the exercise, page 4](#)

A3. What has Asha started?

C. No batch yet

The brief explicitly says no batch has started before the clarification.

[Return to the exercise, page 4](#)

D / Response choices

D1. Which read-back is complete?

D. Soup: twenty-four portions using the current recipe, not twenty-four containers.

The read-back preserves the clarified unit and recipe basis while rejecting the mistaken interpretation.

[Return to the exercise, page 8](#)

D2. What information is still needed to calculate ingredient amounts?

C. The actual recipe yield, portion size, and approved scaling details

The brief supplies the target portions but no ingredient quantities or numeric conversion basis.

[Return to the exercise, page 8](#)

01 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Quantity produced together in one preparation cycle. Which term fits?

C. batch

A Not here. ingredient weight: Mass of a recipe component. The usual combination is "verify the ingredient weight".

B Not here. prep target: Required output for a preparation task. The usual combination is "confirm the prep target".

C Correct. batch: Quantity produced together in one preparation cycle. The usual combination is "plan the batch".

D Not here. container capacity: Amount a particular container can hold. The usual combination is "verify container capacity".

[Return to the exercise, page 8](#)

D4. Rebuild the exchange from "Twenty-four of what?". Asha: "I have not started a batch, so nothing needs undoing. I wanted to settle the quantity before collecting ingredients and beginning the preparation." Mateo: [missing response] Asha: "Which recipe version are we using today? I have yesterday's working sheet, but I would rather check it against the approved one." Which response belongs in the gap?

A. Good. Keep the task start clear in the handoff. We are clarifying an instruction, not reporting that twenty-four of anything has already been made.

A Correct. This is Mateo's response in turn 6. It connects Asha's preceding point with Asha's follow-up. The task start has not occurred; the clarification precedes production rather than correcting an already completed batch.

B Not here. This line belongs to turn 12, after Asha says: "I will check how many portions the approved recipe produces. That will tell me whether I need a whole batch or an appropriately scaled quantity." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 10, after Asha says: "What is the portion size on that recipe? Without it, I cannot turn twenty-four servings into a finished volume." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 8, after Asha says: "Which recipe version are we using today? I have yesterday's working sheet, but I would rather check it against the approved one." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 8](#)

E / Conversation

1. prep list

Turn 2. The prep list contains the ambiguous soup quantity; clarifying it prevents the wrong production amount from being started.

01 / Answers and explanations / continued

2. unit of measure

Turn 4. The unit of measure identifies what the number counts; portions and containers are different units unless explicitly related.

3. task start

Turn 6. The task start has not occurred; the clarification precedes production rather than correcting an already completed batch.

4. current recipe

Turn 8. The current recipe is the specified production basis; yesterday's working sheet is not automatically the correct recipe authority.

5. portion size

Turn 10. The portion size defines the amount per serving; it is needed to relate a portion count to an actual quantity.

6. recipe yield

Turn 12. The recipe yield states the output of the approved recipe, providing the basis for comparing it with the target portions.

7. Container capacity

Turn 14. Container capacity measures what a vessel can hold; it does not by itself define a serving or the required portion count.

8. scaling factor

Turn 16. A scaling factor relates target yield to recipe yield; twenty-four portions is not automatically a factor of twenty-four.

9. production quantity

Turn 18. The production quantity is twenty-four portions, which should remain visible with its unit on the corrected instruction.

10. read-back

Turn 20. The read-back repeats item, quantity, unit, recipe basis, and current work status, confirming the instruction understood.

[Return to the conversation, page 10](#)

01 / Answers and explanations / continued

F / Accuracy and scope

F1. Which statement correctly describes production status?

C. No batch has started.

Asha has paused before production, so no completed preparation should be invented.

[Return to the exercise, page 12](#)

F2. Why add portions to the list?

B. To make the clarified unit visible to the next reader

Updating the wording prevents the original ambiguity from being passed to another colleague.

[Return to the exercise, page 12](#)

F / Guided speaking

1. portions

Cook: The target is eighteen portions.

Turn 1. Noor explicitly names portions as the intended production unit.

2. current

Lead: Use the current recipe.

Turn 2. The applicable basis is the current recipe, not a guessed older sheet.

3. started

Cook: No batch has started.

Turn 3. The scenario states that preparation has not begun.

4. tubs

Lead: The target is not eighteen tubs.

Turn 4. Tubs is the rejected interpretation of the ambiguous quantity.

[Return to the conversation, page 13](#)

01 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Twenty-four of what?". Asha: "And the size of a storage container is a separate detail. One container could hold more than one serving, depending on the actual container and portion." Mateo: [missing response] Asha: "If the recipe needs scaling, I will use its actual yield and the target rather than multiply everything by twenty-four automatically." Which response belongs in the gap?

A. Correct. Container capacity is not a synonym for portion count. We need to keep storage descriptions and production quantities distinct.

A Correct. This is Mateo's response in turn 14. It connects Asha's preceding point with Asha's follow-up. Container capacity measures what a vessel can hold; it does not by itself define a serving or the required portion count.

B Not here. This line belongs to turn 2, after Asha says: "Mateo, can I check the soup line before I start? It says twenty-four, but there is no unit beside the number." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 8, after Asha says: "Which recipe version are we using today? I have yesterday's working sheet, but I would rather check it against the approved one." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 16, after Asha says: "If the recipe needs scaling, I will use its actual yield and the target rather than multiply everything by twenty-four automatically." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 13](#)

02 / Answers and explanations

A / Read the situation

A1. What quantity is physically present?

C. Four cases

Ben can physically count four cases in the receiving area.

[Return to the exercise, page 14](#)

A2. What did the driver say?

C. Two more may be on another trolley.

The driver offers an unverified possibility, not a completed check.

[Return to the exercise, page 14](#)

A3. Who must resolve the receiving record?

A. Lina, the receiving lead

Lina is responsible for the record through the actual receiving process.

[Return to the exercise, page 14](#)

D / Response choices

D1. Which report is accurate?

A. Six cases listed, four present; the driver suggests two may be on an unchecked trolley.

The report distinguishes the document, physical observation, and unverified explanation.

[Return to the exercise, page 18](#)

D2. What should not be recorded as established?

C. Six cases received

The current observation does not verify receipt of all six listed cases.

[Return to the exercise, page 18](#)

02 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Shipping unit containing a specified group or quantity of product. Which term fits?

A. case

A Correct. case: Shipping unit containing a specified group or quantity of product. The usual combination is "count the cases".

B Not here. traceability: Ability to follow a product's identity and movement through records. The usual combination is "preserve traceability".

C Not here. physical count: Quantity established by counting the items actually present. The usual combination is "record the physical count".

D Not here. receiving lead: Person responsible for coordinating acceptance and receiving records. The usual combination is "contact the receiving lead".

[Return to the exercise, page 18](#)

D4. Rebuild the exchange from "Six listed, four counted". Ben: "I have counted four cases at the receiving bay. I am comparing cases with cases, not counting the tomatoes inside." Lina: [missing response] Ben: "So the difference between the note and what I see is two cases. I should not jump from that difference to a statement about why it happened." Which response belongs in the gap?

B. Good. The physical count should name the product and unit clearly. We need everyone comparing the same thing when they read the record.

A Not here. This line belongs to turn 8, after Ben says: "So the difference between the note and what I see is two cases. I should not jump from that difference to a statement about why it happened." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Lina's response in turn 6. It connects Ben's preceding point with Ben's follow-up. The physical count is four cases actually present in the receiving area, preserving both number and unit.

C Not here. This line belongs to turn 16, after Ben says: "I will keep the tomato details with the discrepancy. Otherwise a later note saying two cases missing could be confused with another delivery." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 10, after Ben says: "I have not signed off six as received. I did not want the paperwork to appear complete while the extra two cases were still only a suggestion." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 18](#)

E / Conversation

1. listed quantity

Turn 2. The listed quantity belongs to the delivery document and must remain distinct from the goods physically verified.

02 / Answers and explanations / continued

2. driver statement

Turn 4. The driver statement is an unverified suggestion about another trolley, not evidence that the missing cases have been found.

3. physical count

Turn 6. The physical count is four cases actually present in the receiving area, preserving both number and unit.

4. quantity discrepancy

Turn 8. A quantity discrepancy identifies a difference between listed and observed amounts; it does not establish cause or deliberate misconduct.

5. receipt record

Turn 10. The receipt record should reflect actual supported receipt, not an expected quantity entered merely to match the delivery note.

6. unchecked location

Turn 12. The unchecked location is the suggested other trolley; its possible contents remain unknown until the actual check occurs.

7. acceptance check

Turn 14. The acceptance check concerns the required product and receiving criteria, which a simple quantity count does not complete.

8. product identifier

Turn 16. The product identifier links the count discrepancy to the correct tomatoes rather than leaving an ambiguous two-case note.

9. credit note

Turn 18. A credit note is a supplier adjustment document; the current count discrepancy does not establish that any credit has been approved.

10. receiving lead

Turn 20. The receiving lead is the responsible owner for resolving the record through the actual process, without inventing a completed outcome.

[Return to the conversation, page 20](#)

02 / Answers and explanations / continued

F / Accuracy and scope

F1. Which conclusion exceeds the evidence?

A. The supplier deliberately shorted the kitchen.

The cause and intent behind the discrepancy are not established by the count.

[Return to the exercise, page 22](#)

F2. What remains separate from the quantity count?

A. Required product acceptance checks

Counting cases does not establish their condition or satisfy every required receiving control.

[Return to the exercise, page 22](#)

F / Guided speaking

1. eight

Cook: The note lists eight sacks.

Turn 1. Eight is the documented quantity, not the physically verified count.

2. six

Lead: The observed count is six.

Turn 2. Six sacks are physically present under the supplied facts.

3. vehicle

Cook: The suggested location is the vehicle.

Turn 3. The driver suggests the vehicle, but that location remains unchecked.

4. Noor

Lead: The receiving owner is Noor.

Turn 4. Noor accepts responsibility for the receiving query in this scenario.

[Return to the conversation, page 23](#)

02 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Six listed, four counted". Ben: "I also have not made any claim about the tomatoes' condition. Counting the cases is not the same as finishing every required receiving check." Lina: [missing response] Ben: "I will keep the tomato details with the discrepancy. Otherwise a later note saying two cases missing could be confused with another delivery." Which response belongs in the gap?

C. Exactly. The acceptance check is a separate matter. Product identity, condition, and any required controls still need the appropriate actual checks.

A Not here. This line belongs to turn 4, after Ben says: "The driver says two more may be on another trolley. He has not looked yet, so I have not treated that explanation as a confirmed location." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 10, after Ben says: "I have not signed off six as received. I did not want the paperwork to appear complete while the extra two cases were still only a suggestion." It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Lina's response in turn 14. It connects Ben's preceding point with Ben's follow-up. The acceptance check concerns the required product and receiving criteria, which a simple quantity count does not complete.

D Not here. This line belongs to turn 16, after Ben says: "I will keep the tomato details with the discrepancy. Otherwise a later note saying two cases missing could be confused with another delivery." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 23](#)

03 / Answers and explanations

A / Read the situation

A1. What is the current total for ticket 41?

D. Three tarts

Cole confirms that the revised quantity replaces the earlier quantity, giving three total.

[Return to the exercise, page 26](#)

A2. How many tarts have the side substitution?

B. One of the three

The specified substitution applies to one tart, not the entire ticket.

[Return to the exercise, page 26](#)

A3. What does salad replace?

D. Potatoes

Salad is supplied instead of potatoes for the one modified tart.

[Return to the exercise, page 26](#)

D / Response choices

D1. Which read-back is correct?

C. Revised ticket 41 replaces two with three total; one has salad instead of potatoes.

The read-back captures replacement, final quantity, and the one-item side substitution.

[Return to the exercise, page 30](#)

D2. Which interpretation of instead of is correct?

B. Salad replaces potatoes for the specified tart.

Instead of marks replacement of the named component within the specified item's scope.

[Return to the exercise, page 30](#)

03 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: New quantity added beyond the existing confirmed order. Which term fits?

B. additional order

A Not here. substitution: Replacement of one component with another. The usual combination is "confirm the substitution".

B Correct. additional order: New quantity added beyond the existing confirmed order. The usual combination is "distinguish an additional order".

C Not here. duplicate production: Making an order twice because its records or instructions were misread. The usual combination is "prevent duplicate production".

D Not here. standard accompaniment: Side normally supplied with an item unless modified. The usual combination is "identify the standard accompaniment".

[Return to the exercise, page 30](#)

D4. Rebuild the exchange from "Three total, not five". Imani: "I also see one tart has salad instead of potatoes. That changes one accompaniment, not the number of tarts, correct?" Cole: [missing response] Imani: "Which item gets the salad? I need the correct reference on the ticket before it goes to the pass." Which response belongs in the gap?

A. Correct. It is a one-item change. One tart has salad; the other two keep the standard potato accompaniment.

A Correct. This is Cole's response in turn 6. It connects Imani's preceding point with Imani's follow-up. The one-item change applies the salad substitution to one of the three tarts, not to every item.

B Not here. This line belongs to turn 18, after Imani says: "My repeat is forty-one, three tarts total, one with salad instead of potatoes, and the earlier quantity replaced. I will confirm the affected item's identification through the system." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 12, after Imani says: "How do we mark the old slip in this system? I do not want another cook picking it up as a fresh order." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 14, after Imani says: "I will not add the two and three together. We should also keep the ticket number visible so this change is not applied to a different table." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 30](#)

E / Conversation

1. revised ticket

Turn 2. The revised ticket updates the existing order; Cole confirms that its three-tart quantity replaces the earlier two.

03 / Answers and explanations / continued

2. current total

Turn 4. The current total is three after replacement; adding the two slips would incorrectly produce five tarts.

3. one-item change

Turn 6. The one-item change applies the salad substitution to one of the three tarts, not to every item.

4. item identification

Turn 8. Item identification must connect the substitution to the correct tart through the actual process, without inventing a seat reference.

5. substitution

Turn 10. The substitution replaces potatoes with salad for the identified tart; it does not add both sides or change all plates.

6. superseded ticket

Turn 12. The superseded ticket is the earlier version no longer governing production; retaining history must not keep it active.

7. order scope

Turn 14. The order scope is ticket forty-one; its three-tart total is not a count of every outstanding tart in the kitchen.

8. duplicate production

Turn 16. Duplicate production would result from treating the original and revised quantities as separate active orders instead of one replacement.

9. change acknowledgment

Turn 18. Change acknowledgment confirms the replacement quantity and modification have been understood, not merely that a new slip arrived.

10. revision trail

Turn 20. The revision trail records how the instruction changed while leaving the current production status distinct from completed preparation.

[Return to the conversation, page 32](#)

03 / Answers and explanations / continued

F / Accuracy and scope

F1. What is not established by the revised ticket?

C. That the three tarts are prepared and ready

A quantity instruction does not establish completed preparation or readiness.

[Return to the exercise, page 34](#)

F2. What should the team avoid doing with the earlier slip?

D. Treating it as a second active order

Treating both versions as active would create duplicate production beyond the confirmed total.

[Return to the exercise, page 34](#)

F / Guided speaking

1. six

Cook: The current total is six pies.

Turn 1. The confirmed replacement sets the total at six, not four plus six.

2. replaced

Expediter: The old quantity is replaced.

Turn 2. The revised slip supersedes the earlier quantity rather than adding to it.

3. peas

Cook: One pie has peas instead of carrots.

Turn 3. Peas is the stated substitute for the one modified pie.

4. established

Expediter: Readiness is not established.

Turn 4. The quantity correction does not establish that any pie is ready.

[Return to the conversation, page 35](#)

03 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Three total, not five". Imani: "I will not add the two and three together. We should also keep the ticket number visible so this change is not applied to a different table." Cole: [missing response] Imani: "If someone asks for the all-day count, I will check the other live tickets too. These three belong to forty-one only." Which response belongs in the gap?

D. Yes. The order scope is ticket forty-one. We are not giving an all-day count for every tart outstanding across the kitchen.

A Not here. This line belongs to turn 4, after Imani says: "Three altogether, then, not three more. I will not make the five I would get by adding both slips." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 12, after Imani says: "How do we mark the old slip in this system? I do not want another cook picking it up as a fresh order." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 18, after Imani says: "My repeat is forty-one, three tarts total, one with salad instead of potatoes, and the earlier quantity replaced. I will confirm the affected item's identification through the system." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Cole's response in turn 14. It connects Imani's preceding point with Imani's follow-up. The order scope is ticket forty-one; its three-tart total is not a count of every outstanding tart in the kitchen.

[Return to the exercise, page 35](#)

04 / Answers and explanations

A / Read the situation

A1. How many mains are on ticket 28?

D. Four

The brief supplies four mains as the complete ticket quantity.

[Return to the exercise, page 36](#)

A2. How many are plated?

C. Two

Two mains are plated, while the other two remain at the station.

[Return to the exercise, page 36](#)

A3. What is Rosa's estimate for the remaining pair?

A. Four more minutes

Rosa estimates four additional minutes for the pair still at the station.

[Return to the exercise, page 36](#)

D / Response choices

D1. Which status call answers Jules accurately?

B. Ticket 28: four total, two plated, two at the station, estimated four more minutes for the pair.

The call preserves the full quantity, partial completion, location, and estimated remaining time.

[Return to the exercise, page 40](#)

D2. What does plated establish by itself?

A. A preparation stage, not completion of every food and release check

Plating describes assembly and does not independently certify all required checks or later stages.

[Return to the exercise, page 40](#)

04 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Assigned kitchen work area responsible for particular preparation tasks. Which term fits?

D. cook station

A Not here. holding arrangement: Approved method and conditions for keeping food before the next stage. The usual combination is "follow the holding arrangement".

B Not here. dispatch: Release or movement of prepared dishes toward service. The usual combination is "coordinate dispatch".

C Not here. status call: Brief spoken report of progress or readiness. The usual combination is "give a status call".

D Correct. cook station: Assigned kitchen work area responsible for particular preparation tasks. The usual combination is "check the cook station".

[Return to the exercise, page 40](#)

D4. Rebuild the exchange from "Two plated, two still cooking". Jules: "Four more from now, understood. That is preparation time for those two, not a promise that the runner will be at the table then." Rosa: [missing response] Jules: "I will tell the server: four ordered, two plated, two still coming. I will not say the whole table is ready." Which response belongs in the gap?

D. Correct. That is my readiness estimate, not a finished call. I am still working on the pair.

A Not here. This line belongs to turn 12, after Jules says: "I have not sent either plate. Are you calling for pickup now, or are we still coordinating?" It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 14, after Jules says: "Understood. I need the dishes brought together through our service plan, with the relevant checks, not a stream of unrelated plates." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 2, after Jules says: "Rosa, twenty-eight: can I call the runner? I have four mains on the ticket but can only see two plates at the pass." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Rosa's response in turn 6. It connects Jules's preceding point with Jules's follow-up. Rosa's estimate is four additional minutes for the unfinished pair, not an exact table-delivery promise.

[Return to the exercise, page 40](#)

E / Conversation

1. partial progress

Turn 2. Two of the four mains are plated, so the update reports partial progress rather than whole-ticket readiness.

2. remaining pair

Turn 4. The remaining pair is the two mains still at Rosa's station, distinct from the two plated dishes.

04 / Answers and explanations / continued

3. readiness estimate

Turn 6. Rosa's estimate is four additional minutes for the unfinished pair, not an exact table-delivery promise.

4. full ticket

Turn 8. The full ticket is all four mains; seeing two plated dishes does not establish completion of that scope.

5. holding arrangement

Turn 10. Holding must follow the actual kitchen's approved conditions; an estimated delay does not authorize arbitrary holding.

6. release decision

Turn 12. A release decision authorizes dispatch; this conversation has not established that decision for any part of the order.

7. Synchronized service

Turn 14. Synchronized service coordinates related dishes under the kitchen's actual plan rather than equating one station's progress with dispatch.

8. status call

Turn 16. The status call identifies the actual stage; plated and ready to run are not automatically interchangeable.

9. update trigger

Turn 18. A changed estimate or readiness problem triggers a fresh message before colleagues continue relying on stale information.

10. Ready-to-run

Turn 20. Ready-to-run means the actual collection-ready stage; it has not yet been established for all four mains.

[Return to the conversation, page 42](#)

F / Accuracy and scope

F1. Which time statement overclaims?

A. The entire table will definitely be delivered in exactly four minutes.

The estimate concerns the remaining pair and cannot guarantee the timing of every later service stage.

[Return to the exercise, page 44](#)

04 / Answers and explanations / continued

F2. What should happen if the estimate changes?

C. Tell the expeditor the revised status.

Updated communication prevents a provisional earlier estimate from misleading the rest of the service team.

[Return to the exercise, page 44](#)

F / Guided speaking

1. six

Cook: The ticket total is six mains.

Turn 1. Six is the complete number required for ticket sixty-three.

2. four

Expediter: The plated count is four.

Turn 2. Four mains have reached plating, leaving two at the station.

3. three

Cook: The remaining pair needs an estimated three more minutes.

Turn 3. Three additional minutes is the supplied estimate for the unfinished pair.

4. confirmed

Expediter: Whole-ticket release is not confirmed.

Turn 4. Partial plating and an estimate do not establish the full release decision.

[Return to the conversation, page 45](#)

04 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Two plated, two still cooking". Jules: "Understood. I need the dishes brought together through our service plan, with the relevant checks, not a stream of unrelated plates." Rosa: [missing response] Jules: "When they are plated, say that first. Then we can verify the whole ticket before anyone gives the ready-to-run call." Which response belongs in the gap?

B. Synchronized service is what we are coordinating. I will keep you informed about the two at my station.

A Not here. This line belongs to turn 6, after Jules says: "Four more from now, understood. That is preparation time for those two, not a promise that the runner will be at the table then." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Rosa's response in turn 14. It connects Jules's preceding point with Jules's follow-up. Synchronized service coordinates related dishes under the kitchen's actual plan rather than equating one station's progress with dispatch.

C Not here. This line belongs to turn 12, after Jules says: "I have not sent either plate. Are you calling for pickup now, or are we still coordinating?" It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 2, after Jules says: "Rosa, twenty-eight: can I call the runner? I have four mains on the ticket but can only see two plates at the pass." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 45](#)

05 / Answers and explanations

A / Read the situation

A1. How many potato portions remain unallocated?

B. Three

The brief gives three potato portions available for allocation to the new ticket.

[Return to the exercise, page 48](#)

A2. What is the shortfall against five requested portions?

C. Two portions

Five requested minus three available leaves two portions short.

[Return to the exercise, page 48](#)

A3. Who can obtain the diners' decision about rice?

B. Mei, the server

Mei is the named server who can ask the diners and return with their choice.

[Return to the exercise, page 48](#)

D / Response choices

D1. Which shortage report is accurate?

D. Five requested, three unallocated potato portions, two short.

The comparison uses the stated demand and available count without exaggerating the shortage.

[Return to the exercise, page 54](#)

D2. When may rice be described as accepted?

B. After the relevant diners' choice is actually confirmed

Availability establishes an option, not a guest decision or agreed substitution.

[Return to the exercise, page 54](#)

05 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Quantity already assigned to existing requirements. Which term fits?

D. committed stock

A Not here. yield variance: Difference between expected and actual usable output. The usual combination is "investigate a yield variance".

B Not here. proposed substitution: Suggested replacement that has not yet been agreed. The usual combination is "label the proposed substitution".

C Not here. replenishment: Addition of stock to restore availability. The usual combination is "confirm replenishment".

D Correct. committed stock: Quantity already assigned to existing requirements. The usual combination is "protect committed stock".

[Return to the exercise, page 54](#)

D4. Rebuild the exchange from "Five sides, three portions left". Dario: "Those three portions are free for this ticket. I have already separated them from stock committed to other orders." Mei: [missing response] Dario: "Exactly. I also have no confirmed time for more potatoes. Please do not tell the guests another batch will be ready shortly unless that is actually checked." Which response belongs in the gap?

A. That makes the unallocated portion count clear. We have three available for allocation, not five available and not three already committed to another table.

A Correct. This is Mei's response in turn 6. It connects Dario's preceding point with Dario's follow-up. An unallocated portion has not been assigned to another order; three such portions are available in the stated count.

B Not here. This line belongs to turn 20, after Dario says: "Then we are aligned: five requested, three potato portions available, two pending choices, and you are asking about rice. The ticket is not complete yet." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 2, after Dario says: "Mei, I need to flag the side count before this new ticket moves on. It requests five potato portions, and we have only three left unallocated." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 4, after Dario says: "Correct. Rice is available as an option for the other two sides, but nobody has asked the diners whether they want that change." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 54](#)

E / Conversation

1. shortfall

Turn 2. The shortfall is five requested minus three available, leaving two potato portions not covered by the current supply.

05 / Answers and explanations / continued

2. proposed substitution

Turn 4. The proposed substitution is an available rice option that remains unaccepted until the diners' relevant choice is confirmed.

3. unallocated portion

Turn 6. An unallocated portion has not been assigned to another order; three such portions are available in the stated count.

4. replenishment

Turn 8. Replenishment would add more stock, but the case supplies no confirmed additional quantity or timing.

5. guest decision

Turn 10. The guest decision belongs to the diners; Mei explicitly accepts the task of asking and reporting it back.

6. order hold

Turn 12. The order hold preserves the unresolved side choice; it prevents a proposed alternative from becoming a silent change.

7. alternative side

Turn 14. The alternative side is rice, but its availability does not establish a price consequence or settle dietary suitability.

8. portion control

Turn 16. Portion control preserves the specified serving amount; a shortage does not authorize silently shrinking portions to cover demand.

9. return message

Turn 18. The return message reports the actual choices and affected diners, completing the communication loop without assuming acceptance.

10. accepted substitution

Turn 20. An accepted substitution requires an actual confirmed choice; the present handoff establishes only the option and the person asking.

[Return to the conversation, page 56](#)

05 / Answers and explanations / continued

F / Accuracy and scope

F1. Which handoff closes the communication loop?

D. Mei will ask the diners and return with their choices.

Naming the person and required return message gives the pending decision a clear owner.

[Return to the exercise, page 58](#)

F2. What is not supported by the case?

C. Rice has the same price and is suitable for every dietary need.

Neither a price comparison nor a dietary-suitability assessment is supplied merely by rice availability.

[Return to the exercise, page 58](#)

F / Guided speaking

1. two

Cook: The shortfall is two portions.

Turn 1. Seven requested minus five unallocated leaves two portions short.

2. carrots

Server: The proposed alternative is roasted carrots.

Turn 2. Roasted carrots are the available option named in the scenario.

3. Noor

Cook: The server obtaining the choice is Noor.

Turn 3. Noor explicitly owns asking the diners for their decision.

4. accepted

Server: The substitution is not yet accepted.

Turn 4. No diner has confirmed acceptance in the supplied facts.

[Return to the conversation, page 59](#)

05 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Five sides, three portions left". Dario: "If they ask whether the price changes, I do not have that answer from the information we have. That needs the actual authorized pricing response." Mei: [missing response] Dario: "We also cannot make five by quietly shrinking the three portions. The serving specification has not changed." Which response belongs in the gap?

A. I will separate that from the alternative side itself. I also will not claim it meets a dietary requirement without the appropriate ingredient and preparation checks.

A Correct. This is Mei's response in turn 14. It connects Dario's preceding point with Dario's follow-up. The alternative side is rice, but its availability does not establish a price consequence or settle dietary suitability.

B Not here. This line belongs to turn 2, after Dario says: "Mei, I need to flag the side count before this new ticket moves on. It requests five potato portions, and we have only three left unallocated." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 8, after Dario says: "Exactly. I also have no confirmed time for more potatoes. Please do not tell the guests another batch will be ready shortly unless that is actually checked." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 4, after Dario says: "Correct. Rice is available as an option for the other two sides, but nobody has asked the diners whether they want that change." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 59](#)

06 / Answers and explanations

A / Read the situation

A1. What additional information does Arun report?

C. The diner has a milk allergy.

Arun reports a milk allergy beyond the original no-cheese wording.

[Return to the exercise, page 60](#)

A2. Which specification remains unchecked?

C. The sauce specification

Tessa has not checked the sauce specification, so its relevant contents remain unverified.

[Return to the exercise, page 60](#)

A3. Who is available to review the question?

B. Lead Noor with the server

Noor is available to review the question with Arun through the actual process.

[Return to the exercise, page 60](#)

D / Response choices

D1. Which statement correctly handles the new report?

B. Keep no cheese and add the reported milk allergy for the appropriate review.

The update preserves the omission and communicates the new allergen information accurately.

[Return to the exercise, page 64](#)

D2. What does unchecked sauce mean?

C. No relevant ingredient conclusion is established yet.

An unchecked specification supports neither a positive ingredient finding nor an absence assurance.

[Return to the exercise, page 64](#)

06 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Group of proteins found in milk and used in some food ingredients. Which term fits?

A. casein

A Correct. casein: Group of proteins found in milk and used in some food ingredients. The usual combination is "recognize casein as milk-derived".

B Not here. allergen source: Food source associated with a relevant allergenic protein. The usual combination is "identify the allergen source".

C Not here. preparation control: Required measure governing how food is prepared under the actual safety system. The usual combination is "follow preparation controls".

D Not here. safety assurance: Statement that a specified safety condition is met, requiring adequate evidence and authority. The usual combination is "avoid an unsupported safety assurance".

[Return to the exercise, page 64](#)

D4. Rebuild the exchange from "No cheese is not the full question". Arun: "Noor is available to review it with me. I can make sure the lead has the ticket number, the cheese omission, and the milk allergy exactly as reported." Tessa: [missing response] Arun: "For my next update, the sauce is still unchecked, right? I should not tell the guest it contains milk or that it is suitable." Which response belongs in the gap?

D. Please do. Keep the allergen flag clear on ticket seventeen through our actual process. The new information should not disappear into a vague special-request note.

A Not here. This line belongs to turn 2, after Arun says: "Tessa, stop on seventeen for an allergy update. The guest now reports a milk allergy. The ticket only says no cheese, so that note is not enough." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 12, after Arun says: "I will check the full ingredient information, including the sauce components. Its name alone does not tell us what went into it." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 8, after Arun says: "For my next update, the sauce is still unchecked, right? I should not tell the guest it contains milk or that it is suitable." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Tessa's response in turn 6. It connects Arun's preceding point with Arun's follow-up. The allergen flag keeps the reported milk allergy attached to ticket seventeen as it moves between the server, cook, and lead.

[Return to the exercise, page 64](#)

E / Conversation

1. omission request

Turn 2. The omission request is no cheese; it remains relevant but does not replace the broader reported milk-allergy information.

06 / Answers and explanations / continued

2. sauce specification

Turn 4. The sauce specification has not been checked, so its relevant ingredients cannot yet be stated as present or absent.

3. allergen flag

Turn 6. The allergen flag keeps the reported milk allergy attached to ticket seventeen as it moves between the server, cook, and lead.

4. unverified component

Turn 8. An unverified component has not been checked; that status does not establish either milk content or absence.

5. Recipe verification

Turn 10. Recipe verification checks the relevant current recipe and ingredients, rather than relying on recollection or a different sauce version.

6. compound ingredient

Turn 12. A compound ingredient contains multiple components, so its relevant subingredients may need checking rather than relying on its short name.

7. Cross-contact

Turn 14. Cross-contact concerns unintended allergen introduction during handling or preparation, which remains distinct from intentional ingredients.

8. guest update

Turn 16. The guest update should describe the actual review stage without converting receipt of the allergy report into a completed suitability decision.

9. dish suitability

Turn 18. Dish suitability concerns the complete relevant dish and preparation, so another menu item needs its own appropriate assessment.

10. review owner

Turn 20. The review owner coordinates the unresolved question; Noor's availability does not itself complete the checks or authorize service.

[Return to the conversation, page 66](#)

06 / Answers and explanations / continued

F / Accuracy and scope

F1. Which statement about casein and whey is correct?

C. They are examples of milk-derived proteins relevant to ingredient checking.

These terms identify milk-derived proteins but do not by themselves complete a whole-dish or preparation assessment.

[Return to the exercise, page 68](#)

F2. Which guest update is accurate?

D. The milk-allergy question is under review; suitability is not confirmed yet.

The message communicates the actual unresolved stage without a false guarantee or invented event.

[Return to the exercise, page 68](#)

F / Guided speaking

1. peanut

Server: The reported allergen is peanut.

Turn 1. The reported allergy concerns peanut and must be preserved accurately.

2. dressing

Cook: The unchecked component is the dressing.

Turn 2. The dressing specification is explicitly the unresolved ingredient source.

3. Maya

Server: The available review lead is Maya.

Turn 3. Maya is named as available to review the updated question.

4. confirmed

Cook: Suitability is not yet confirmed.

Turn 4. Removing a topping does not supply a completed whole-dish assessment.

[Return to the conversation, page 69](#)

06 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "No cheese is not the full question". Arun: "I will also ask Noor about the preparation arrangements. A suitable ingredient list would not by itself answer every question about handling." Tessa: [missing response] Arun: "I will tell the diner that Noor is reviewing the question with us. I will not say the review is complete simply because you have received the update." Which response belongs in the gap?

A. Correct. Cross-contact needs the appropriate process too. We should not present one completed ingredient check as proof that every relevant preparation question is settled.

A Correct. This is Tessa's response in turn 14. It connects Arun's preceding point with Arun's follow-up. Cross-contact concerns unintended allergen introduction during handling or preparation, which remains distinct from intentional ingredients.

B Not here. This line belongs to turn 2, after Arun says: "Tessa, stop on seventeen for an allergy update. The guest now reports a milk allergy. The ticket only says no cheese, so that note is not enough." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 6, after Arun says: "Noor is available to review it with me. I can make sure the lead has the ticket number, the cheese omission, and the milk allergy exactly as reported." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 8, after Arun says: "For my next update, the sauce is still unchecked, right? I should not tell the guest it contains milk or that it is suitable." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 69](#)

07 / Answers and explanations

A / Read the situation

A1. Which equipment is affected?

D. Scale B at the pastry prep bench

The report concerns scale B at the named pastry preparation location.

[Return to the exercise, page 72](#)

A2. What has Nia observed?

C. The display repeatedly goes blank.

The supplied symptom is a repeatedly blank display, not a diagnosis or proven batch defect.

[Return to the exercise, page 72](#)

A3. What is still needed about scale A?

A. Confirmation that it is available and suitable for the task

Omar must verify the alternative rather than treat its mere existence as availability or suitability.

[Return to the exercise, page 72](#)

D / Response choices

D1. Which report is strongest?

B. Scale B at the pastry bench repeatedly goes blank; I stopped using it; the cause is unknown.

The report names equipment, location, symptom, action, and uncertainty without an unsupported diagnosis.

[Return to the exercise, page 77](#)

D2. Which request about scale A is appropriate?

C. Please verify that it is available and suitable for this task.

The alternative needs both practical availability and task suitability, not merely a known name.

[Return to the exercise, page 77](#)

07 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Screen or indicator presenting a device's readings or status. Which term fits?

C. display

A Not here. pastry bench: Work surface or station used for pastry preparation. The usual combination is "identify the pastry bench".

B Not here. calibration: Comparison against a reference to establish measurement relationships, not necessarily adjustment. The usual combination is "review calibration information".

C Correct. display: Screen or indicator presenting a device's readings or status. The usual combination is "describe the blank display".

D Not here. equipment availability: Whether a device can actually be assigned for use when needed. The usual combination is "confirm equipment availability".

[Return to the exercise, page 77](#)

D4. Rebuild the exchange from "Scale B keeps going blank". Nia: "Can you arrange the equipment review and check whether scale A is available? I need a confirmed way forward for the work at this bench." Omar: [missing response] Nia: "I saw scale A earlier, but another station may need it. Could you check that as well as whether it fits this weighing task?" Which response belongs in the gap?

B. I will arrange the appropriate service request. I also need to check scale A rather than assume it can be assigned to you immediately.

A Not here. This line belongs to turn 10, after Nia says: "Please keep the location in the report. A message saying the scale is blank could send someone to a different bench or device." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Omar's response in turn 6. It connects Nia's preceding point with Nia's follow-up. The service request routes the equipment problem for authorized review; submitting it is not the same as completing a repair.

C Not here. This line belongs to turn 18, after Nia says: "What should I tell pastry about the delay? I have no confirmed review or return time for B." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 16, after Nia says: "For scale A, we need more than a place to put ingredients. Its capacity and the required measurement performance have to fit the job." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 77](#)

E / Conversation

1. fault report

Turn 2. The fault report identifies the specific equipment, observed problem, and action taken without claiming a diagnosed cause.

07 / Answers and explanations / continued

2. observed symptom

Turn 4. The observed symptom is the blank display; a cause or repair diagnosis requires appropriate assessment not supplied here.

3. service request

Turn 6. The service request routes the equipment problem for authorized review; submitting it is not the same as completing a repair.

4. Equipment availability

Turn 8. Equipment availability means the device can actually be assigned when needed; knowing scale A exists does not establish that.

5. equipment identifier

Turn 10. The equipment identifier distinguishes scale B from scale A or other devices, keeping the report tied to the correct asset.

6. measurement result

Turn 12. A measurement result concerns an actual recorded value; the display symptom alone does not determine every earlier reading's accuracy.

7. out-of-use status

Turn 14. Out-of-use status preserves the stopped-use condition until the actual review and authorization process determines the next action.

8. fit for task

Turn 16. Fit for task means meeting the actual weighing requirements, not merely being a different device that can display a number.

9. return to use

Turn 18. Return to use requires the relevant actual assessment and authorization; no timing or completed decision is supplied here.

10. review status

Turn 20. Review status distinguishes the current unresolved equipment question from a repaired scale or confirmed replacement.

[Return to the conversation, page 79](#)

07 / Answers and explanations / continued

F / Accuracy and scope

F1. What does the fault establish about previous batches?

A. No specific previous-batch error by itself

A display symptom alone does not determine previous measurement results or eliminate appropriate follow-up questions.

[Return to the exercise, page 81](#)

F2. Which statement falsely reports completion?

D. Scale B is repaired and cleared for use.

The case supplies no completed repair, verification, or authorization to return scale B to use.

[Return to the exercise, page 81](#)

F / Guided speaking

1. C

Cook: The affected scale is C.

Turn 1. Scale C is the device with the reported display problem.

2. cold-prep

Lead: Its location is the cold-prep bench.

Turn 2. The brief identifies the cold-preparation bench as the affected location.

3. unknown

Cook: The cause remains unknown.

Turn 3. No cause has been established by the observed display behavior.

4. D

Lead: The proposed alternative is scale D.

Turn 4. Scale D still needs availability and suitability confirmation.

[Return to the conversation, page 82](#)

07 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Scale B keeps going blank". Nia: "I will not resume using scale B just because the display briefly comes back. The repeated blanking is the problem I am reporting." Omar: [missing response] Nia: "For scale A, we need more than a place to put ingredients. Its capacity and the required measurement performance have to fit the job." Which response belongs in the gap?

C. Keep the out-of-use status clear through our actual process. A momentary display change is not evidence that a repair or required check has been completed.

A Not here. This line belongs to turn 6, after Nia says: "Can you arrange the equipment review and check whether scale A is available? I need a confirmed way forward for the work at this bench." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 10, after Nia says: "Please keep the location in the report. A message saying the scale is blank could send someone to a different bench or device." It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Omar's response in turn 14. It connects Nia's preceding point with Nia's follow-up. Out-of-use status preserves the stopped-use condition until the actual review and authorization process determines the next action.

D Not here. This line belongs to turn 4, after Nia says: "Only the display problem. It has happened repeatedly. I have stopped using B and have not opened it or tried a repair." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 82](#)

08 / Answers and explanations

A / Read the situation

A1. What task is complete?

D. The garnish count at twelve portions

The brief establishes only the garnish count as complete among these three items.

[Return to the exercise, page 83](#)

A2. What awaits lead review?

A. The waste-log entry for three damaged tarts

The waste entry is pending review, and no approval or disposal result is supplied.

[Return to the exercise, page 83](#)

A3. What task is Owen asked to accept?

B. The unperformed closing shelf check

The incoming cook is specifically asked to take responsibility for the shelf check.

[Return to the exercise, page 83](#)

D / Response choices

D1. Which handover is accurate?

C. Garnish count complete at twelve; three-tart waste entry pending; shelf check not performed.

The message preserves the distinct quantities and statuses of all three matters.

[Return to the exercise, page 88](#)

D2. What does Owen accepting the shelf check establish?

B. Ownership of the next task, not completion

Task acceptance transfers responsibility while the check itself remains to be performed.

[Return to the exercise, page 88](#)

08 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Item affected by physical or other damage requiring appropriate handling. Which term fits?

C. damaged product

A Not here. date marking: Labeling food with relevant dates under the actual food-safety system. The usual combination is "verify date marking".

B Not here. incoming cook: Colleague accepting work at the next shift or stage. The usual combination is "brief the incoming cook".

C Correct. damaged product: Item affected by physical or other damage requiring appropriate handling. The usual combination is "identify damaged product".

D Not here. sanitizing: Treatment reducing microorganisms to the required level under the applicable process. The usual combination is "verify the sanitizing step".

[Return to the exercise, page 88](#)

D4. Rebuild the exchange from "Counted is not checked". Elena: "The waste-log entry concerns three damaged tarts. It still awaits the lead's review, and I have no approved outcome to pass to you." Owen: [missing response] Elena: "Correct. I am not reporting that the tarts have been disposed of, or that the entry has been approved. Those events are not established by this note." Which response belongs in the gap?

B. I will keep that as review pending. The three damaged tarts and the twelve garnish portions are different items with different statuses.

A Not here. This line belongs to turn 16, after Elena says: "The lead still owns the waste review. I am asking you to take the shelf task, not to approve the waste entry outside your authority." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Owen's response in turn 6. It connects Elena's preceding point with Elena's follow-up. Review pending means the lead has not completed the relevant waste-entry decision; the handover must not imply approval.

C Not here. This line belongs to turn 12, after Elena says: "Please record the shelf result after the check. I have left it unfinished on my sheet, so no one should copy a completed mark from yesterday." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 4, after Elena says: "Garnish is counted: twelve portions. That is the finished count; the other closing checks still need their own entries." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 88](#)

E / Conversation

1. closing handover

Turn 2. The closing handover transfers actual completed and unfinished states, rather than compressing different tasks into an all-done summary.

08 / Answers and explanations / continued

2. completed count

Turn 4. The completed count establishes twelve garnish portions counted; it does not establish completion of other checks or authorize service.

3. review pending

Turn 6. Review pending means the lead has not completed the relevant waste-entry decision; the handover must not imply approval.

4. disposal authorization

Turn 8. Disposal authorization is a separate actual permission; a pending waste-log entry does not establish it or a completed disposal.

5. carryover task

Turn 10. The carryover task is the unperformed shelf check transferred to Owen, not the already completed garnish count.

6. completion record

Turn 12. The completion record must follow the performed check and its actual result, rather than a promise or copied previous entry.

7. shelf check

Turn 14. The shelf check concerns the relevant storage requirements and remains separate from the numerical garnish count.

8. waste log

Turn 16. The waste log entry remains with the lead for review; Owen's shelf-task acceptance does not approve that separate record.

9. task acceptance

Turn 18. Task acceptance explicitly assigns the shelf check to Owen while preserving the completed count and separately pending waste review.

10. closing checklist

Turn 20. The closing checklist should show each task's true state, distinguishing counted, pending review, accepted, and completed work.

[Return to the conversation, page 90](#)

08 / Answers and explanations / continued

F / Accuracy and scope

F1. Which claim is unsupported?

B. The three damaged tarts have been disposed of with approval.

The scenario supplies a pending log review but no approved disposal event.

[Return to the exercise, page 92](#)

F2. How should completion be recorded?

D. After the actual required check, using its real result

Records must reflect actual performed work, not intentions, assumptions, or copied completion states.

[Return to the exercise, page 92](#)

F / Guided speaking

1. nine

Outgoing cook: The completed sauce count is nine portions.

Turn 1. Nine portions is the completed sauce count supplied in this case.

2. rolls

Incoming cook: The waste entry concerns two damaged rolls.

Turn 2. Rolls, not sauce portions, are the damaged items awaiting review.

3. unperformed

Outgoing cook: The shelf check remains unperformed.

Turn 3. The check has not occurred even though a receiving cook accepts it.

4. Noor

Incoming cook: The receiving cook is Noor.

Turn 4. Noor explicitly accepts responsibility for the next shelf check.

[Return to the conversation, page 93](#)

08 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Counted is not checked". Elena: "We also should not use the garnish count as a shortcut for checking labels, storage arrangements, or whatever the actual shelf procedure requires." Owen: [missing response] Elena: "The lead still owns the waste review. I am asking you to take the shelf task, not to approve the waste entry outside your authority." Which response belongs in the gap?

C. Agreed. The shelf check has its own requirements. I will follow the actual checklist rather than assume a known quantity proves the shelf has been checked.

A Not here. This line belongs to turn 10, after Elena says: "The third item is the closing shelf check. It has not been performed. Can you accept responsibility for carrying it out through our closing process?" It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 4, after Elena says: "Garnish is counted: twelve portions. That is the finished count; the other closing checks still need their own entries." It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Owen's response in turn 14. It connects Elena's preceding point with Elena's follow-up. The shelf check concerns the relevant storage requirements and remains separate from the numerical garnish count.

D Not here. This line belongs to turn 8, after Elena says: "Correct. I am not reporting that the tarts have been disposed of, or that the entry has been approved. Those events are not established by this note." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 93](#)

Review 1 / Explanations

Cumulative review

1. A colleague needs the term for this meaning: Specified amount intended for one serving or defined use. Which term fits?

B. portion

A Not here. production sheet: Record of planned and actual kitchen output. The usual combination is "update the production sheet".

B Correct. portion: Specified amount intended for one serving or defined use. The usual combination is "prepare twenty-four portions".

C Not here. unit of measure: Stated basis such as grams, liters, containers, or portions. The usual combination is "name the unit of measure".

D Not here. scaling factor: Ratio used to adjust a recipe from its original yield to a target yield. The usual combination is "calculate the scaling factor".

[Return to the exercise, page 24](#)

2. A colleague needs the term for this meaning: Location where incoming supplies are checked and processed. Which term fits?

C. receiving area

A Not here. delivery note: Document listing goods associated with a delivery. The usual combination is "compare the delivery note".

B Not here. product identifier: Code or description distinguishing the delivered item. The usual combination is "verify the product identifier".

C Correct. receiving area: Location where incoming supplies are checked and processed. The usual combination is "inspect the receiving area".

D Not here. unchecked location: Place suggested as holding goods but not yet verified. The usual combination is "identify the unchecked location".

[Return to the exercise, page 24](#)

Review 1 / Explanations / continued

3. Rebuild the exchange from "Twenty-four of what?". Asha: "What is the portion size on that recipe? Without it, I cannot turn twenty-four servings into a finished volume." Mateo: [missing response] Asha: "I will check how many portions the approved recipe produces. That will tell me whether I need a whole batch or an appropriately scaled quantity." Which response belongs in the gap?

B. Exactly. The portion size comes from the actual recipe arrangement. Do not invent it from the size of a container you happen to see.

A Not here. This line belongs to turn 12, after Asha says: "I will check how many portions the approved recipe produces. That will tell me whether I need a whole batch or an appropriately scaled quantity." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Mateo's response in turn 10. It connects Asha's preceding point with Asha's follow-up. The portion size defines the amount per serving; it is needed to relate a portion count to an actual quantity.

C Not here. This line belongs to turn 6, after Asha says: "I have not started a batch, so nothing needs undoing. I wanted to settle the quantity before collecting ingredients and beginning the preparation." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 8, after Asha says: "Which recipe version are we using today? I have yesterday's working sheet, but I would rather check it against the approved one." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 24](#)

4. Rebuild the exchange from "Six listed, four counted". Ben: "I will keep the commercial question with you. We have a discrepancy to resolve, not an approved credit to enter." Lina: [missing response] Ben: "My handoff is six cases listed, four physically present, and a possible two on an unchecked trolley. You own the record question from here." Which response belongs in the gap?

A. Correct. A credit note is not established here. First keep the receiving facts accurate and follow the proper route for any later commercial action.

A Correct. This is Lina's response in turn 18. It connects Ben's preceding point with Ben's follow-up. A credit note is a supplier adjustment document; the current count discrepancy does not establish that any credit has been approved.

B Not here. This line belongs to turn 8, after Ben says: "So the difference between the note and what I see is two cases. I should not jump from that difference to a statement about why it happened." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 6, after Ben says: "I have counted four cases at the receiving bay. I am comparing cases with cases, not counting the tomatoes inside." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 12, after Ben says: "Can we have the driver check that other trolley? I have not seen those two cases yet, so I do not know whether they arrived." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 24](#)

Review 2 / Explanations

Cumulative review

1. A colleague needs the term for this meaning: Direction that supersedes an earlier direction rather than adding to it. Which term fits?

B. replacement instruction

A Not here. modifier: Instruction changing a particular item's standard preparation or accompaniment. The usual combination is "attach the modifier".

B Correct. replacement instruction: Direction that supersedes an earlier direction rather than adding to it. The usual combination is "confirm a replacement instruction".

C Not here. side order: Accompanying item ordered alongside a main or other dish. The usual combination is "clarify the side order".

D Not here. ticket rail: Place where order slips are held and organized for service. The usual combination is "organize the ticket rail".

[Return to the exercise, page 46](#)

2. A colleague needs the term for this meaning: Collection of dishes from the kitchen for service under the actual arrangement. Which term fits?

B. pickup

A Not here. synchronized service: Planned delivery of related dishes together or in an agreed sequence. The usual combination is "coordinate synchronized service".

B Correct. pickup: Collection of dishes from the kitchen for service under the actual arrangement. The usual combination is "confirm pickup".

C Not here. garnish: Food element used to finish or accompany a dish. The usual combination is "check the garnish".

D Not here. pass: Area where dishes are checked and handed from kitchen to service staff. The usual combination is "coordinate the pass".

[Return to the exercise, page 46](#)

Review 2 / Explanations / continued

3. Rebuild the exchange from "Six listed, four counted". Ben: "I have not signed off six as received. I did not want the paperwork to appear complete while the extra two cases were still only a suggestion." Lina: [missing response] Ben: "Can we have the driver check that other trolley? I have not seen those two cases yet, so I do not know whether they arrived." Which response belongs in the gap?

C. That protects the receipt record. It needs to reflect what the actual process verifies, not what would make the numbers look tidy.

A Not here. This line belongs to turn 6, after Ben says: "I have counted four cases at the receiving bay. I am comparing cases with cases, not counting the tomatoes inside." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 16, after Ben says: "I will keep the tomato details with the discrepancy. Otherwise a later note saying two cases missing could be confused with another delivery." It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Lina's response in turn 10. It connects Ben's preceding point with Ben's follow-up. The receipt record should reflect actual supported receipt, not an expected quantity entered merely to match the delivery note.

D Not here. This line belongs to turn 4, after Ben says: "The driver says two more may be on another trolley. He has not looked yet, so I have not treated that explanation as a confirmed location." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 46](#)

4. Rebuild the exchange from "Two plated, two still cooking". Jules: "And if four minutes slips, call it straight away. I would rather update the server than leave them repeating an old time." Rosa: [missing response] Jules: "My read-back: twenty-eight, four mains total, two plated, two at your station, around four more minutes for the pair. No pickup call yet." Which response belongs in the gap?

D. That is the update trigger: a change to timing or readiness. I will not wait for you to chase.

A Not here. This line belongs to turn 16, after Jules says: "When they are plated, say that first. Then we can verify the whole ticket before anyone gives the ready-to-run call." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 2, after Jules says: "Rosa, twenty-eight: can I call the runner? I have four mains on the ticket but can only see two plates at the pass." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 10, after Jules says: "The plated dishes need attention while we coordinate the rest. We cannot just leave them here indefinitely because a time was mentioned." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Rosa's response in turn 18. It connects Jules's preceding point with Jules's follow-up. A changed estimate or readiness problem triggers a fresh message before colleagues continue relying on stale information.

[Return to the exercise, page 46](#)

Review 3 / Explanations

Cumulative review

1. A colleague needs the term for this meaning: Assignment of stock to a particular order or purpose. Which term fits?

D. allocation

A Not here. par level: Target stock quantity used for planning under the establishment's system. The usual combination is "review the par level".

B Not here. reallocation: Change in which order receives a quantity of stock. The usual combination is "authorize reallocation".

C Not here. starch: Menu category including foods such as potatoes, rice, or pasta, without implying equivalence. The usual combination is "compare the starch options".

D Correct. allocation: Assignment of stock to a particular order or purpose. The usual combination is "confirm the allocation".

[Return to the exercise, page 70](#)

2. A colleague needs the term for this meaning: Statement identifying ingredients in a food product. Which term fits?

D. ingredient declaration

A Not here. unverified component: Part of a dish whose relevant information has not been checked. The usual combination is "identify an unverified component".

B Not here. cross-contact: Unintended transfer or introduction of an allergen into another food. The usual combination is "address cross-contact".

C Not here. omission request: Instruction to leave out a named component. The usual combination is "record the omission request".

D Correct. ingredient declaration: Statement identifying ingredients in a food product. The usual combination is "review the ingredient declaration".

[Return to the exercise, page 70](#)

Review 3 / Explanations / continued

3. Rebuild the exchange from "Two plated, two still cooking". Jules: "The plated dishes need attention while we coordinate the rest. We cannot just leave them here indefinitely because a time was mentioned." Rosa: [missing response] Jules: "I have not sent either plate. Are you calling for pickup now, or are we still coordinating?" Which response belongs in the gap?

A. Follow the agreed holding arrangement and checks. Tell me promptly if the timing creates a problem for those dishes.

A Correct. This is Rosa's response in turn 10. It connects Jules's preceding point with Jules's follow-up. Holding must follow the actual kitchen's approved conditions; an estimated delay does not authorize arbitrary holding.

B Not here. This line belongs to turn 16, after Jules says: "When they are plated, say that first. Then we can verify the whole ticket before anyone gives the ready-to-run call." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 2, after Jules says: "Rosa, twenty-eight: can I call the runner? I have four mains on the ticket but can only see two plates at the pass." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 18, after Jules says: "And if four minutes slips, call it straight away. I would rather update the server than leave them repeating an old time." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 70](#)

4. Rebuild the exchange from "No cheese is not the full question". Arun: "If the guest wants a different dish, I will bring back that exact option. We still need to check it before promising anything." Tessa: [missing response] Arun: "My handoff to Noor is ticket seventeen, no cheese, milk allergy reported, sauce unchecked. I will ask for the actual review and report back." Which response belongs in the gap?

D. Good. Any dish suitability conclusion must concern the actual dish and preparation. We do not have an accepted alternative or a verified outcome in this conversation.

A Not here. This line belongs to turn 2, after Arun says: "Tessa, stop on seventeen for an allergy update. The guest now reports a milk allergy. The ticket only says no cheese, so that note is not enough." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 12, after Arun says: "I will check the full ingredient information, including the sauce components. Its name alone does not tell us what went into it." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 6, after Arun says: "Noor is available to review it with me. I can make sure the lead has the ticket number, the cheese omission, and the milk allergy exactly as reported." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Tessa's response in turn 18. It connects Arun's preceding point with Arun's follow-up. Dish suitability concerns the complete relevant dish and preparation, so another menu item needs its own appropriate assessment.

[Return to the exercise, page 70](#)

Review 4 / Explanations

Cumulative review

1. A colleague needs the term for this meaning: Account of an equipment problem and its relevant context. Which term fits?

C. fault report

A Not here. out-of-use status: State indicating equipment has been removed from use under the relevant process. The usual combination is "communicate out-of-use status".

B Not here. alternative equipment: Different device proposed for the required task. The usual combination is "verify alternative equipment".

C Correct. fault report: Account of an equipment problem and its relevant context. The usual combination is "submit a fault report".

D Not here. capacity: Maximum load or operating range specified for the equipment. The usual combination is "verify scale capacity".

[Return to the exercise, page 94](#)

2. A colleague needs the term for this meaning: Work transferred unfinished to a later person or shift. Which term fits?

B. carryover task

A Not here. storage location: Identified place where an item is held. The usual combination is "record the storage location".

B Correct. carryover task: Work transferred unfinished to a later person or shift. The usual combination is "assign a carryover task".

C Not here. closing checklist: Record of required end-of-service or shift tasks and their actual status. The usual combination is "follow the closing checklist".

D Not here. sign-off: Authorized acknowledgment of completion or approval in the relevant process. The usual combination is "obtain the required sign-off".

[Return to the exercise, page 94](#)

Review 4 / Explanations / continued

3. Rebuild the exchange from "No cheese is not the full question". Arun: "We will need the actual current sauce information, not a memory of a recipe that may have been used on another service." Tessa: [missing response] Arun: "I will check the full ingredient information, including the sauce components. Its name alone does not tell us what went into it." Which response belongs in the gap?

B. Exactly. Recipe verification must match what is being prepared. If it is a supplied product, the current product information matters as well.

A Not here. This line belongs to turn 16, after Arun says: "I will tell the diner that Noor is reviewing the question with us. I will not say the review is complete simply because you have received the update." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Tessa's response in turn 10. It connects Arun's preceding point with Arun's follow-up. Recipe verification checks the relevant current recipe and ingredients, rather than relying on recollection or a different sauce version.

C Not here. This line belongs to turn 8, after Arun says: "For my next update, the sauce is still unchecked, right? I should not tell the guest it contains milk or that it is suitable." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 14, after Arun says: "I will also ask Noor about the preparation arrangements. A suitable ingredient list would not by itself answer every question about handling." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 94](#)

4. Rebuild the exchange from "Counted is not checked". Elena: "Can you give me the three-item read-back? Especially who has the shelf check and who has the waste review." Owen: [missing response] Elena: "That is correct. When the shelf check is finished, report its real result through the process. Until then, the kitchen closing work is not all complete." Which response belongs in the gap?

B. My task acceptance is the shelf check. Garnish is counted at twelve portions, the entry for three damaged tarts awaits the lead, and the shelf check is still unperformed.

A Not here. This line belongs to turn 8, after Elena says: "Correct. I am not reporting that the tarts have been disposed of, or that the entry has been approved. Those events are not established by this note." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Owen's response in turn 18. It connects Elena's preceding point with Elena's follow-up. Task acceptance explicitly assigns the shelf check to Owen while preserving the completed count and separately pending waste review.

C Not here. This line belongs to turn 20, after Elena says: "That is correct. When the shelf check is finished, report its real result through the process. Until then, the kitchen closing work is not all complete." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 2, after Elena says: "Owen, before I finish, I need to hand over three separate items. The garnish count is done, but the waste review and shelf check are not complete." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 94](#)

Additional case 1 / Explanations

Extended conversation

1. recipe yield

Turn 2. Twelve portions at 250 mL each give a 3,000 mL, or 3 L, base yield.

2. scaling factor

Turn 4. The required 6 L divided by the original 3 L gives a scaling factor of 2, not the count-only ratio 2.5.

3. portion size

Turn 6. The new portion size is 200 mL, so the target is thirty smaller servings rather than thirty original-size servings.

4. prepared carrots

Turn 8. The ingredient amount is for carrots in the recipe's prepared form; it is not automatically the amount to purchase before trimming.

5. unit conversion

Turn 10. 4.8 L equals 4,800 mL; switching unit labels without converting the number would change the quantity.

6. Process time

Turn 14. Process time depends on the approved method and equipment; an ingredient scaling factor does not automatically multiply cooking time.

[Return to the conversation, page 97](#)

Transfer exchange

1. 3

Cook: The base yield is 3 liters.

Turn 1. Twenty times 150 mL equals 3,000 mL, or 3 L.

Additional case 1 / Explanations / continued

2. 4.5

Lead: The new target yield is 4.5 liters.

Turn 2. Thirty-six times 125 mL equals 4,500 mL, or 4.5 L.

3. 1.5

Cook: The conversion factor is 1.5 .

Turn 3. The new 4.5 L target divided by the 3 L base equals 1.5; portion count alone gives the wrong factor.

4. 900

Lead: The adjusted prepared celery is 900 grams.

Turn 4. The 600 g base ingredient multiplied by 1.5 gives 900 g in the same prepared form.

[Return to the conversation, page 100](#)

Additional case 2 / Explanations

Extended conversation

1. as-purchased weight

Turn 2. The test starts with 8 kg in purchased form, before the specified trimming stage.

2. yield percentage

Turn 4. 6.4 kg of prepared output divided by 8 kg input, multiplied by 100, equals 80% for this defined trimming stage.

3. edible portion

Turn 6. The requirement is 10 kg of prepared usable carrots, often described as the edible portion, not 10 kg of untrimmed purchased input.

4. shortfall

Turn 8. Adding 20% to 10 kg produces 12 kg input and only 9.6 kg usable output at 80%, a 0.4 kg shortfall.

5. cost per usable kilogram

Turn 10. The \$20 purchase cost divided by 10 kg prepared output is \$2 per usable kilogram, before labor and other costs.

6. portion ingredient cost

Turn 14. 0.25 kg at \$2 per usable kg costs \$0.50; this covers only the carrot ingredient, not the complete dish or its selling price.

[Return to the conversation, page 102](#)

Transfer exchange

1. 12

Cook: The required purchased amount is 12 kilograms.

Turn 1. Nine kilograms usable divided by 0.75 equals 12 kg purchased.

Additional case 2 / Explanations / continued

2. 36

Lead: The purchase cost is 36 dollars.

Turn 2. Twelve kilograms at \$3 per purchased kilogram costs \$36.

3. 4

Cook: The cost per usable kilogram is 4 dollars.

Turn 3. The \$36 purchase cost divided by 9 kg usable output equals \$4 per usable kilogram.

4. 0.80

Lead: A 200 g usable portion costs 0.80 dollars for this ingredient.

Turn 4. Two hundred grams is 0.2 kg; multiplying by \$4 per usable kilogram gives \$0.80.

[Return to the conversation, page 105](#)

Additional case 3 / Explanations

Extended conversation

1. lot code

Turn 2. Q17 is the recalled supplier lot, linking the specific sauce receipt and containers; a brand name alone is not the full identifier.

2. remaining stock

Turn 4. Two sealed bottles and one partly used bottle contain remaining sauce; an empty fourth bottle is not a full bottle available for recovery.

3. batch records

Turn 8. The kitchen batch records link supplier sauce lot Q17 to dressings D9 and D10, extending the check beyond the original bottles.

4. disposition

Turn 10. Disposition is the actual decision and outcome for held material, such as authorized return or disposal; holding alone does not establish either.

5. traceability gap

Turn 14. Earlier service is still under investigation; the incomplete trail cannot support a claim that no guest received affected food.

6. recall update

Turn 18. A recall update may change scope or instructions; merely receiving it does not establish that the earlier interpretation remains current.

[Return to the conversation, page 107](#)

Transfer exchange

1. R6

Cook: The recalled supplier lot is R6 .

Turn 1. R6 identifies the supplier lot in the verified notice, not the kitchen's prepared-batch identifier.

Additional case 3 / Explanations / continued

2. three

Lead: The sealed tubs containing remaining ingredient number three .

Turn 2. Three tubs still contain sealed stock; the two fully used tubs do not add recovered ingredient.

3. S4

Cook: The preparation record links the used ingredient to batch S4 .

Turn 3. S4 is the prepared batch that must remain visible alongside the supplier-lot and container records.

4. unresolved

Lead: Earlier service remains unresolved .

Turn 4. No completed service-history check is supplied, so the team cannot claim that nobody received affected food.

[Return to the conversation, page 109](#)

Find a phrase by purpose

Clarifying a prep list

Identify the ambiguity: The prep list says soup, twenty-four, but the unit is missing.

Ask the exact question: Do you mean twenty-four portions or twenty-four containers?

State the intended quantity: I mean twenty-four portions.

[Full phrase bank, page 7](#)

Reporting deliveries and stock discrepancies

State the document: The delivery note lists six cases of tomatoes.

State the observation: I can count four cases here.

Calculate the difference: Two listed cases are not accounted for in this area.

[Full phrase bank, page 17](#)

Reading tickets and modifications

Identify both records: I have the original two-tart ticket and the revised slip for three.

Ask the key distinction: Does the revised quantity replace the old one or add to it?

Confirm replacement: It replaces the old quantity.

[Full phrase bank, page 29](#)

Coordinating the pass

Answer the whole-ticket question: Not the whole ticket yet.

Give the total: Ticket 28 has four mains.

State completed progress: Two are plated.

[Full phrase bank, page 39](#)

Find a phrase by purpose / continued

Communicating a shortage and an alternative

State the available count: Three potato portions remain unallocated.

State the demand: The new ticket requests five.

Quantify the gap: We are two portions short.

[Full phrase bank, page 53](#)

Checking dietary modifications

Receive the update: Thank you; I have heard that the diner reports a milk allergy.

Keep the omission: The no-cheese request still belongs to ticket 17.

Expand the question accurately: Leaving off cheese does not confirm the whole dish.

[Full phrase bank, page 63](#)

Reporting equipment and dish-station needs

Identify the device: Scale B at the pastry prep bench is affected.

Describe the symptom: Its display keeps going blank.

State the action already taken: I have stopped using it.

[Full phrase bank, page 76](#)

Closing and handing over unfinished work

Open the handover: I have one completed count and two unfinished matters to hand over.

Report the finished count: The garnish count is complete at twelve portions.

Name the pending review: The waste entry for three damaged tarts awaits the lead's review.

[Full phrase bank, page 87](#)

Vocabulary index

acceptance check[Lesson 02, p. 16](#)**active instruction**[Lesson 03, p. 28](#)**adjustment**[Lesson 07, p. 74](#)**all day**[Lesson 03, p. 27](#)**allergen source**[Lesson 06, p. 61](#)**alternative equipment**[Lesson 07, p. 74](#)**amendment**[Lesson 03, p. 27](#)**asset tag**[Lesson 07, p. 73](#)**availability board**[Lesson 05, p. 50](#)**batch**[Lesson 01, p. 5](#)**batch size**[Lesson 01, p. 5](#)**capacity**[Lesson 07, p. 74](#)**case**[Lesson 02, p. 15](#)**casein**[Lesson 06, p. 61](#)**clarification**[Lesson 01, p. 6](#)**closing checklist**[Lesson 08, p. 84](#)**committed stock**[Lesson 05, p. 49](#)**completion record**[Lesson 08, p. 84](#)**condition check**[Lesson 02, p. 16](#)**contains statement**[Lesson 06, p. 61](#)**coordination point**[Lesson 04, p. 38](#)**credit note**[Lesson 02, p. 16](#)**accepted substitution**[Lesson 05, p. 51](#)**additional order**[Lesson 03, p. 27](#)**advisory statement**[Lesson 06, p. 61](#)**allergen flag**[Lesson 06, p. 62](#)**allocation**[Lesson 05, p. 49](#)**alternative side**[Lesson 05, p. 51](#)**as-purchased weight**[Lesson 05, p. 49](#), [Case 2, p. 101](#)**authorized technician**[Lesson 07, p. 74](#)**available stock**[Lesson 05, p. 49](#)**batch records**[Case 3, p. 106](#)**calibration**[Lesson 07, p. 74](#)**carryover task**[Lesson 08, p. 84](#)**case pack**[Lesson 02, p. 15](#)**change acknowledgment**[Lesson 03, p. 28](#)**cleaning**[Lesson 08, p. 85](#)**closing handover**[Lesson 08, p. 86](#)**completed count**[Lesson 08, p. 84](#)**compound ingredient**[Lesson 06, p. 61](#)**container capacity**[Lesson 01, p. 5](#)**cook station**[Lesson 04, p. 37](#)**cost per usable kilogram**[Case 2, p. 101](#)**cross-contact**[Lesson 06, p. 62](#)

Vocabulary index / continued

current recipe[Lesson 01, p. 5](#)**damaged product**[Lesson 08, p. 84](#)**delivery note**[Lesson 02, p. 15](#)**dish suitability**[Lesson 06, p. 62](#)**display**[Lesson 07, p. 73](#)**disposition**[Case 3, p. 106](#)**duplicate production**[Lesson 03, p. 28](#)**eighty-six**[Lesson 05, p. 50](#)**equipment identifier**[Lesson 07, p. 73](#)**extra**[Lesson 03, p. 27](#)**FIFO**[Lesson 08, p. 85](#)**finishing step**[Lesson 04, p. 37](#)**full ticket**[Lesson 04, p. 38](#)**garnish count**[Lesson 08, p. 84](#)**guest decision**[Lesson 05, p. 51](#)**holding arrangement**[Lesson 04, p. 38](#)**ingredient declaration**[Lesson 06, p. 61](#)**ingredient weight**[Lesson 01, p. 6](#)**intermittent fault**[Lesson 07, p. 73](#)**item identification**[Lesson 03, p. 28](#)**lot code**[Lesson 02, p. 16, Case 3, p. 106](#)**measurement uncertainty**[Lesson 07, p. 73](#)**current total**[Lesson 03, p. 27](#)**date marking**[Lesson 08, p. 85](#)**diagnosis**[Lesson 07, p. 73](#)**dispatch**[Lesson 04, p. 37](#)**disposal authorization**[Lesson 08, p. 85](#)**driver statement**[Lesson 02, p. 16](#)**edible portion**[Lesson 05, p. 51, Case 2, p. 101](#)**equipment availability**[Lesson 07, p. 74](#)**expediter**[Lesson 03, p. 28](#)**fault report**[Lesson 07, p. 73](#)**FIFO**[Lesson 08, p. 85](#)**fit for task**[Lesson 07, p. 74](#)**garnish**[Lesson 04, p. 38](#)**gross weight**[Lesson 01, p. 6](#)**guest update**[Lesson 06, p. 62](#)**incoming cook**[Lesson 08, p. 84](#)**ingredient finding**[Lesson 06, p. 62](#)**instead of**[Lesson 03, p. 27](#)**invoice**[Lesson 02, p. 15](#)**listed quantity**[Lesson 02, p. 15](#)**measurement result**[Lesson 07, p. 73](#)**milk protein**[Lesson 06, p. 61](#)

Vocabulary index / continued

mise en place[Lesson 01, p. 5](#)**net weight**[Lesson 01, p. 6](#)**omission request**[Lesson 06, p. 61](#)**order hold**[Lesson 05, p. 51](#)**out-of-use status**[Lesson 07, p. 73](#)**pallet**[Lesson 02, p. 15](#)**partial progress**[Lesson 04, p. 37](#)**pastry bench**[Lesson 07, p. 73](#)**pickup**[Lesson 04, p. 37](#)**plating sequence**[Lesson 04, p. 37](#)**portion control**[Lesson 05, p. 52](#)**portion ingredient cost**[Case 2, p. 101](#)**pre-service review**[Lesson 06, p. 62](#)**prep target**[Lesson 01, p. 6](#)**prepared carrots**[Case 1, p. 96](#)**product identifier**[Lesson 02, p. 16](#)**production sheet**[Lesson 01, p. 6](#)**purchase order**[Lesson 02, p. 15](#)**quantity discrepancy**[Lesson 02, p. 15](#)**readiness estimate**[Lesson 04, p. 38](#)**reallocation**[Lesson 05, p. 51](#)**receipt record**[Lesson 02, p. 16](#)**modifier**[Lesson 03, p. 27](#)**observed symptom**[Lesson 07, p. 73](#)**one-item change**[Lesson 03, p. 28](#)**order scope**[Lesson 03, p. 28](#)**outgoing cook**[Lesson 08, p. 84](#)**par level**[Lesson 05, p. 49](#)**pass**[Lesson 04, p. 37](#)**physical count**[Lesson 02, p. 15](#)**plated**[Lesson 04, p. 37](#)**portion**[Lesson 01, p. 5](#)**portion count**[Lesson 05, p. 49](#)**portion size**[Lesson 01, p. 5](#), [Case 1, p. 96](#)**prep list**[Lesson 01, p. 5](#)**preparation control**[Lesson 06, p. 62](#)**Process time**[Case 1, p. 96](#)**production quantity**[Lesson 01, p. 5](#)**proposed substitution**[Lesson 05, p. 51](#)**quality check**[Lesson 04, p. 38](#)**read-back**[Lesson 01, p. 6](#)**ready-to-run**[Lesson 04, p. 38](#)**recall update**[Case 3, p. 106](#)**receiving area**[Lesson 02, p. 15](#)

Vocabulary index / continued

receiving lead[Lesson 02, p. 16](#)**recipe version**[Lesson 01, p. 6](#)**release decision**[Lesson 04, p. 38](#)**remaining stock**[Case 3, p. 106](#)**replacement instruction**[Lesson 03, p. 27](#)**reported allergy**[Lesson 06, p. 61](#)**return message**[Lesson 05, p. 52](#)**review owner**[Lesson 06, p. 62](#)**review status**[Lesson 07, p. 75](#)**revision trail**[Lesson 03, p. 28](#)**safety assurance**[Lesson 06, p. 62](#)**sauce specification**[Lesson 06, p. 61](#)**seat mapping**[Lesson 03, p. 28](#)**shared utensil**[Lesson 06, p. 62](#)**short delivery**[Lesson 02, p. 15](#)**side order**[Lesson 03, p. 28](#)**standard accompaniment**[Lesson 03, p. 28](#)**starch**[Lesson 05, p. 51](#)**stock rotation**[Lesson 08, p. 85](#)**storage location**[Lesson 08, p. 85](#)**superseded ticket**[Lesson 03, p. 27](#)**synchronized service**[Lesson 04, p. 38](#)**recipe verification**[Lesson 06, p. 61](#)**recipe yield**[Lesson 01, p. 5, Case 1, p. 96](#)**remaining pair**[Lesson 04, p. 37](#)**remaining work**[Lesson 04, p. 38](#)**replenishment**[Lesson 05, p. 49](#)**resolution**[Lesson 07, p. 74](#)**return to use**[Lesson 07, p. 75](#)**review pending**[Lesson 08, p. 84](#)**revised ticket**[Lesson 03, p. 27](#)**runner**[Lesson 04, p. 37](#)**sanitizing**[Lesson 08, p. 85](#)**scaling factor**[Lesson 01, p. 6, Case 1, p. 96](#)**service request**[Lesson 07, p. 74](#)**shelf check**[Lesson 08, p. 84](#)**shortfall**[Lesson 05, p. 49, Case 2, p. 101](#)**sign-off**[Lesson 08, p. 85](#)**standardized recipe**[Lesson 01, p. 5](#)**status call**[Lesson 04, p. 38](#)**stockout**[Lesson 05, p. 49](#)**substitution**[Lesson 03, p. 27](#)**supplier query**[Lesson 02, p. 16](#)**tare**[Lesson 01, p. 6](#)

Vocabulary index / continued

task acceptance[Lesson 08, p. 84](#)**ticket number**[Lesson 03, p. 27](#)**ticket readiness**[Lesson 04, p. 37](#)**traceability**[Lesson 02, p. 16](#)**trolley**[Lesson 02, p. 15](#)**unchecked location**[Lesson 02, p. 16](#)**unit of measure**[Lesson 01, p. 5](#)**unverified component**[Lesson 06, p. 62](#)**verification**[Lesson 07, p. 74](#)**volume**[Lesson 01, p. 6](#)**waste log**[Lesson 08, p. 84](#)**whey protein**[Lesson 06, p. 61](#)**yield percentage**[Lesson 05, p. 51](#), [Case 2, p. 101](#)**task start**[Lesson 01, p. 6](#)**ticket rail**[Lesson 03, p. 28](#)**ticket update**[Lesson 06, p. 62](#)**traceability gap**[Case 3, p. 106](#)**unallocated portion**[Lesson 05, p. 49](#)**unit conversion**[Case 1, p. 96](#)**unperformed check**[Lesson 08, p. 86](#)**update trigger**[Lesson 04, p. 38](#)**verified receipt**[Lesson 02, p. 16](#)**warewashing**[Lesson 08, p. 85](#)**weighing task**[Lesson 07, p. 73](#)**whole-table call**[Lesson 04, p. 37](#)**yield variance**[Lesson 05, p. 51](#)

References and publication notes

All cases, organizations, figures, and conversations are fictional teaching material, not transcripts. Communication practice does not replace qualified advice or current workplace procedures.

[1] US Bureau of Labor Statistics. Cooks.

Occupational context for recipe-based preparation, station work, portioning, and kitchen coordination. The original cases do not reproduce workplace transcripts. Source checked 10 October 2026.

<https://www.bls.gov/ooh/food-preparation-and-serving/cooks.htm>

[2] US Food and Drug Administration. Food Allergies.

Background for allergy and cross-contact terminology. Removing a named topping does not verify a complete dish or its preparation. Source checked 10 October 2026.

<https://www.fda.gov/food/nutrition-food-labeling-and-critical-foods/food-allergies?lv=true>

[3] US Food and Drug Administration. Food Code 2026.

Model code offered for jurisdictional adoption. The language exercises do not replace applicable local rules or the actual kitchen food-safety system. Source checked 10 October 2026.

<https://www.fda.gov/food/fda-food-code/food-code-2026>

[4] US Food and Drug Administration. Have Food Allergies? Read the Label.

Ingredient-source context, including casein and whey as milk proteins. Label information must match the actual product; it does not alone settle kitchen handling. Source checked 10 October 2026.

<https://www.fda.gov/consumers/consumer-updates/have-food-allergies-read-label>

Companion course

The website offers the eight-lesson course and related practice. This book can be used independently. No audio access or external account is needed for its exercises.

<https://englishladder.com/efsp-cooks-kitchen-staff.html>

Clear calls. Coordinated kitchens.

Eight lessons on prep, receiving, tickets, the pass, shortages, allergies, equipment, and handovers. Additional conversations cover recipe scaling, usable yield, and tracing a recalled ingredient.

Clarifying a prep list

A portion is not a container unless the actual arrangement explicitly makes them equivalent. The number twenty-four cannot be converted into liters, containers, or ingredient weights without the relevant recipe and capacity information.

Reporting deliveries and stock discrepancies

Six listed minus four present leaves two cases unaccounted for at this observation point. It does not establish where the other cases are or who caused the difference. May be on another trolley is not the same as checked and found.

Reading tickets and modifications

Revised 41 refers to the same ticket, but the meaning of the new quantity still needs confirmation. Here, Cole explicitly says replaces. Three total is not two plus three, and one salad substitution does not apply to all three tarts.

Coordinating the pass

Two plated describes partial progress. Four more minutes describes an estimate for the remaining pair. Neither statement alone makes the full ticket ready to run. Keep quantity, location, stage, and timing together.

Phil Stilwell

© 2026 Phil Stilwell. All rights reserved.

No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means without prior written permission from the author, except as permitted by law.

English Ladder / English for Work / Revised 2026 edition

This publication includes AI-generated text and cover illustration, revised and checked during production. Brand artwork remains the English Ladder mark. This edition makes no claim of independent professional certification.

Typeface: Bitstream Vera, embedded under its accompanying license. Illustration created with OpenAI's native image generator for this edition. The copyright notice is not a claim to ownership of third-party frameworks or references.