



🔊 **Caitlin:** Claudia, can you tell us about what you do?

🔊 **Claudia:** Sure. A pastry chef makes desserts.

🔊 **Adam:** You must be very popular!

🔊 **Claudia:** I hope so! As Lisa said, I start early.

Desserts usually don't cook quickly. Cakes and pies need time to bake. Ice cream needs time to chill.

🔊 **Caitlin:** How do you decide what to make?

🔊 **Claudia:** I go to the farmer's market for inspiration, too. I like to use fruit in my desserts, so it often depends on what is ripe and looks good.

▶ **Adam:** New dinner items and new desserts every night must mean that the servers and buspersons have to learn something new every day.

▶ **Lisa:** They do. They have a hard job!

▶ **Caitlin:** How do they learn everything?

▶ **Lisa:** I have a trick—I make them a nice dinner where we sit together and talk about that night's menu! Being there for the staff dinner is mandatory, but we try to make it fun.

▶ **Adam:** Ken, you're one of the servers here. How do you get ready for the dinner customers?



🔊 **Ken:** Well, I listen carefully to everything Lisa says.

🔊 **Lisa:** I'm glad to hear that!

🔊 **Ken:** We also get written versions of the menu items. I immerse myself in that list and rehearse until I know everything by heart. I want to know everything about each menu item in case customers have questions. It's important to sound confident and knowledgeable when you have a dialogue with a customer.

🔊 **Caitlin:** What's it like when the restaurant opens?



- ▶ **Ken:** It can get crazy! You have to take orders at your tables and bring the orders to the kitchen. Then you need to make sure all your other customers are happy. You ask them if they like their food, and you see if they need anything else. Then you may have to rush back and deliver another table's food. You have to juggle a lot of tasks.
- ▶ **Adam:** How do you stay calm?
- ▶ **Lisa:** George helps a lot. Why don't you tell about your job, George?

