

UNIT
4
TEST**CULINARY ARTS: Owning a Successful Restaurant**

Listen to each question. Circle the letter of the correct answer.

1. a. preparing delicious food
b. providing nice ambience
c. knowing how to create a positive experience
d. using nice lighting and decorations
2. a. that many factors contribute to customers' satisfaction
b. that it's difficult to succeed as a restaurant owner
c. that a successful dining experience is built on contrast
d. that a skilled waitstaff is necessary
3. a. with facts about the restaurant industry
b. with examples from his own experience
c. with an imagined situation
d. all of the above
4. a. The staff works hard so customers can relax.
b. The food is upscale but the place is simple.
c. The food is simple and the place is fun.
d. The owner balances the work of the brigades.
5. a. to tell how chefs don't cook what people enjoy
b. to explain why the staff doesn't enjoy serving people
c. to show what happens if an owner doesn't understand the restaurant as a business
d. to argue that chain restaurants are too popular
6. a. about 1 out of five
b. about 1 out of fifteen
c. less than half
d. more than half
7. a. the food
b. the name
c. the location
d. the ambience
8. a. They are easy to please because they're in love.
b. They have high expectations because it's a special occasion.
c. They're dressed casually like everyone else at Dante's.
d. all of the above
9. a. one
b. two
c. three
d. four
10. a. They're essential for a successful restaurant.
b. They might be helpful in the back of the house.
c. They help create an exciting restaurant atmosphere.
d. They make owning a restaurant enjoyable.