

Drawing a flow chart

Read the transcript of the talk and underline the key actions. Then compare your flow chart with the original from Pizza Panacea.



First of all welcome to Pizza Panacea. My name's Alan and I'm going to talk you through the process of customer management from the moment they walk into the restaurant to the moment they leave. We'll start with the basic procedure and then move on to the details later.

Okay. There are four members of staff involved in the process. Firstly, there's the host (or hostess); secondly the waiter (or waitress); then there's the chef and finally the cashier.

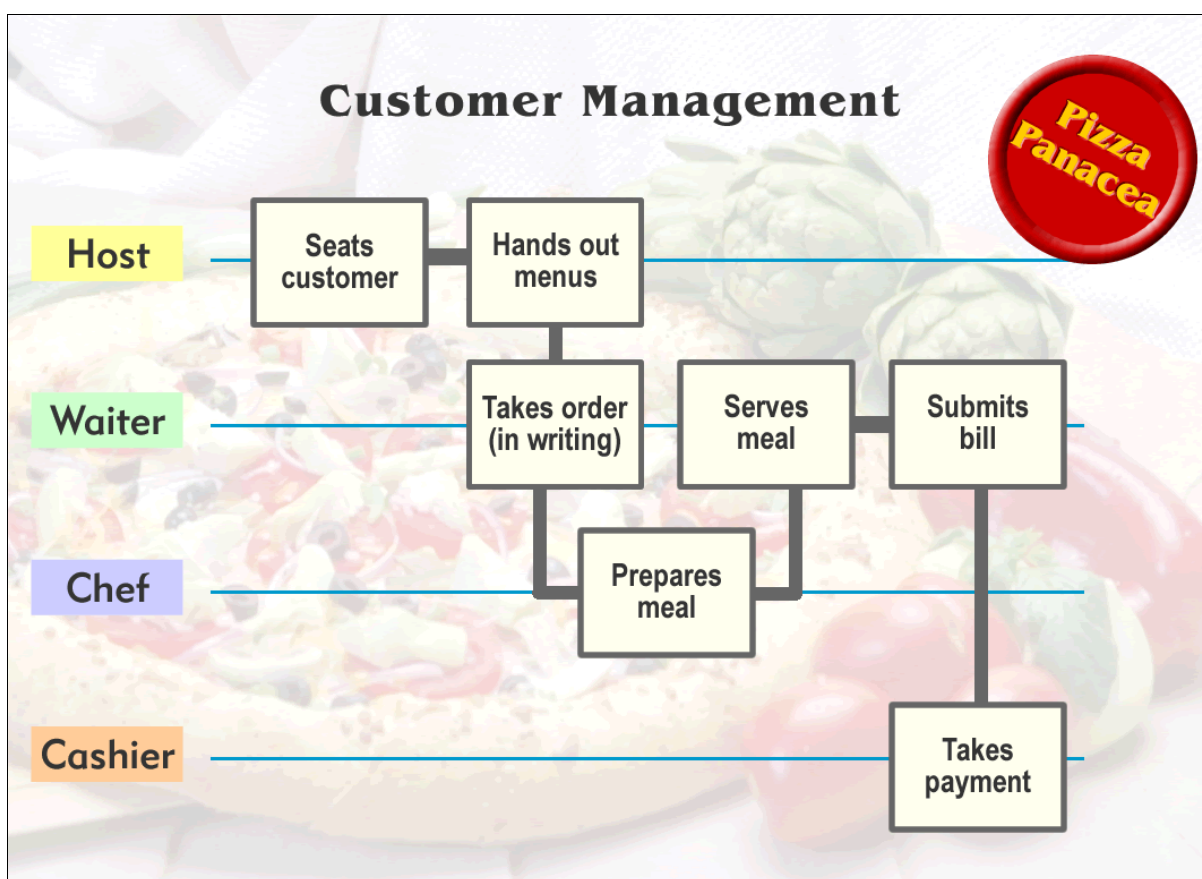
As soon as the customers come into the restaurant the host seats them, and when they are seated, hands them the

menu. The customers will then take a little time to make up their minds. The next stage is for the waiter to take the order. Make sure you write everything down - you may think you have a good memory, that's fine, but in Pizza Panacea you write it down!

The waiter then delivers the order to the chef who prepares the meal. Once the meal is ready - and ready means that all members of the party are served at the same time - the waiter collects it from the kitchen and serves it at the table.

At the end of the meal the waiter submits the bill and the cashier handles the payment process as the customers leave.

Okay, I think the process is pretty clear, but just to make sure you all understand, it I have prepared a flow chart here...



Now practise drawing some flowcharts of collaborative activities you are involved in.

Examples might include:

- ➔ Project work
- ➔ Sports activities
- ➔ Event planning

