

### Answering Strategy

1. Text type and format – This is a report. There is no fixed format, but clear paragraphing is essential to laying out the information logically. Title the report. Numbered subtitles may also be used.
2. Genre – This is a piece of expository writing with personal opinions. Detail the facts in the three given areas, point out which among them need improvements, and make relevant suggestions.
3. Language and formality – The language of a report written under a school programme should be factual, formal, and objective. The tone should be impersonal, even while making criticisms. The messages should be delivered straightforwardly.
4. Organisation – Begin with stating your purpose and outlining the structure of the report. Then provide some factual background information of the café. Next, present the findings in three parts, according to the three given areas. Each is to contain recommended solutions to the problems observed, apart from the facts. Conclude by calling for actions.
5. Topic and vocabulary – The topic of this report is business operation, and food and beverage. Draw on your own experience. Also refer to the following vocabulary for suggestions about ideas.

### Useful vocabulary and expressions

#### Verbs / verb phrases

assign	選派
comply with	遵從
deal with	應付
develop a positive image	建立正面形象
drop by	造訪
evaluate	評估
implement	實行
monitor	監察
observe	觀察
receive training	接受訓練
remedy	糾正
sanitise	消毒
serve	供應

duty	職務
food and beverage business	餐飲業
food delivery	傳菜
government rules	政府規定
guideline	指引
hygiene	衛生
order taking	點菜
poor ventilation	通風不良
recommendation	建議
supervision	監督
teamwork	團隊合作
technical problems	技術性問題
washroom	洗手間
work practices	工作事務

#### Nouns / noun phrases

air circulation	空氣流通
bill processing	處理帳單
cash register	收銀處
cleanliness	潔淨程度
clothes full of creases	滿是縐痕的衣服
computer and Internet maintenance	電腦及上網服務維修
customer service	顧客服務
daily operation	日常運作

#### Adjectives

chaotic	混亂的
deterrent	令人卻步的
smooth	流暢的
unsatisfactory	不理想的

#### Adverbs / adverb phrases

all day long	整天地
ideally	理想情況下