

BACCALAURÉAT PROFESSIONNEL

ÉPREUVE ORALE SPÉCIFIQUE – ANGLAIS

**COMMERCIALISATION ET
SERVICES EN RESTAURATION**

**SECTION EUROPÉENNE
DURÉE DE L'ÉPREUVE : 20 minutes**

La calculatrice et le dictionnaire ne sont pas autorisés.

HOSPITALITY WITHOUT TECHNOLOGY

Situation

You are a waiter in a typical inn* in Ireland. Your manager would like you to experiment service without digital tools both for the waiters and for customers.

Tasks

You are expected to:

- Give arguments to convince your customers of unplugging their electronic devices during their stay or their meal.
- Suggest activities for children and parents.

Vocabulary:

* **Inn**: l'auberge

* **to unplug**: débrancher



Hospitality Without Technology

Ironically, as more and more technologies exist to help us do our jobs, the concept of tech detoxing is gaining ground. Some hotel chains like [Wyndham Grand](#) have offered promotions to guests willing to give up their devices and go “off the grid”^{*} during their stay. (...)

Customers have an excuse to unplug^{*} for a more relaxing and fulfilling^{*} experience.

<https://www.forbes.com/sites/forbestechcouncil/2018/06/28/new-technologies-will-revolutionize-the-hospitality-industry/#3a25837573c3>

photo : <https://www.fastcasual.com/articles/7-technologies-transforming-the-restaurant-industry/>)

* “off the grid” : déconnecté

* to unplug : débrancher

* fulfilling : épanouissante

Woodworking Industry News

Restaurant wants customers to place smartphones in vintage boxes

By [Robert Dalheim](#) January 05, 2018 | 1:34 pm EST

NEW YORK - In an effort to combat cellphone addiction, award-winning chef Marco Canora is gently urging his customers to place their cell phones in vintage boxes placed in the center of their table.

"We'd like to invite you to unplug during your meal here at Hearth," says Canora via a note inside the box. "Feel free to use this box, put your phone away, and connect with your fellow diners."

"If you want to do it you can do it - if you don't want to do it, don't," Canora told Eater, a food news outlet.

Canora says many restaurants are beginning to implement active phone bans while dining. He instead chose to go for a more passive approach.

"It's just a box on the table that's there if you want it."

Canora says the boxes have been a success, with an estimated six out of 10 diners opting to place their smartphones in the box. "I think people are digging," he told Eater.