

§ 1. While having lunch in an expensive restaurant, I tasted the wine I had ordered. I thought it might be spoiled, so I called the wine waiter. He was most unpleasant at the mere suggestion that something might be wrong. Unwillingly he tasted the wine — and immediately apologized and brought another bottle. That's what I call power!' said my guest, but it helped that I knew I was right. As the customer, you have considerable rights.

§ 2. If a restaurant fails to provide a table you have booked, they will have broken their contract with you and you can politely threaten to take them to court for the cost of a spoiled evening. They will then usually find you a table. On the other hand, if you let them down, they can take you to court for lost business. In one case, a company booked a table for one o'clock for five people at a popular restaurant, then called to cancel at 1.35 p.m. on the day, saying their client did not want to eat. When the company refused to pay up, the restaurant owner took them to court and won: the judge decided that, since it was too late to re-book the table, the company should pay for the loss of profit on the meal.

§ 3. The menu is a **vital** legal document. The price should be included, together with the tax (*налог*), and the restaurant can be fined for not displaying it outside or immediately inside the door, so that customers know in advance what they are committing themselves to. It is illegal for any establishment to give a false description of their food. Everything must be what it claims to be: fresh fruit salad must consist only of fresh, not tinned, fruit; Welsh lamb must be an animal born or raised in Wales.

§ 4. You cannot rely on getting bread and butter free. A restaurant is allowed to make a cover charge — which relates to linen, tableware, salt and pepper, Sauces and items like bread or olives — provided it appears on the menu by the door.

§ 5. If the food is not cooked to your satisfaction, you can insist on the restaurant taking it back and supplying what you ordered. If it gives you food poisoning, the restaurant is obliged to pay for the suffering and inconvenience provided you have been to your doctor. If the food is not up to a **reasonable** standard for the money, you can either send it back or pay less than the bill demands. If you do not pay the full price, give your name, address and proof of identity so that you cannot be arrested for leaving without paying.

Прочитайте текст. Ответьте на вопросы.

How did the waiter react in the incident with the wine?

- 1) He brought a replacement at once.
- 2) He was offended by the initial complaint.
- 3) He changed the bottle when the guest insisted.