

A waiter's excuse for being rude

- 1 A waiter sacked for being rude, aggressive and disrespectful has claimed he was simply being French. Guillaume Rey told a tribunal hearing that he was the victim of "discrimination against my culture".
- 2 Bosses at Milestones, a bar and grill in Vancouver, Canada, said his behaviour was so over the top that he left one colleague in tears. He was said to have been aggressive toward other staff. Following verbal and written warnings he was dismissed in August 2016 for violating the restaurant's code of conduct.
- 3 But Mr Rey has now filed a complaint. In alleging employment discrimination he said French culture "tends to be more direct and expressive". He said he was dismissed for traits he had acquired while training in the hospitality industry in his native France.
- 4 The French authorities have been aware of their reputation for rudeness toward foreign visitors. In 2013 the Paris Tourist Board distributed a 'politeness manual' for service industry workers. In 2016 the authority also employed 'smile ambassadors' at the city's main attractions in an attempt to be welcoming to tourists.



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Tekst 1 A waiter's excuse for being rude

- 1p 1 "A waiter sacked" (paragraph 1)
Which of the following becomes clear from the tribunal hearing about this sacking?
- A Canadians do not seem to appreciate the way in which French waiters do their job.
 - B French hospitality personnel have better legal rights than their Canadian counterparts.
 - C It is impossible for foreign employees to adjust to Canadian work standards and ethics.
- 1p 2 How does paragraph 4 relate to the first part of this text?
- A It highlights the fact that the dismissal of the waiter was illegal.
 - B It makes clear that Canadians know little about France.
 - C It makes fun of how people think about the French.
 - D It provides context for the explanation offered by the waiter.

Bronvermelding

Een opsomming van de in dit examen gebruikte bronnen, zoals teksten en afbeeldingen, is te vinden in het bij dit examen behorende correctievoorschrift, dat na afloop van het examen wordt gepubliceerd.