

## At the restaurant

### Situation 1

- Good evening, Sir/ Madam.

- Good evening. Have you got a free table?

- Yes, come this way, please. Will this be all right?

- Yes, this is fine.

- Would you like the menu?

- Yes, please.

- Here you are.

*(a bit later)*

- Can I take your order, please?

- Yes, please. I think I'll have some 

grapefruit juice
meat soup

 as a starter.

- What would you like to have for the main course?

- Perhaps something typically English. Well, I think I'll have roast beef with rice.

- Would you like anything for dessert?

- An ice-cream, please.

- Anything to drink?

- Bring me a glass of coke, please.

*(later)*

- Waiter!

- Yes, please.

- I'd like to settle my bill. You know, I'm in a hurry. I have to be at the airport in twenty minutes.

- Here's the bill. It comes to £ 8.75.

- Here you are. Keep the change.

- Thank you. I hope you had a good time in our restaurant.

- |   |   |  |
|---|---|--|
| - Well, the service was really quick and polite, but I'm afraid | the soup  | was too hot/ spicy.<br>was a bit oversalted/ saltless.<br>wasn't hot enough. |
|   | the roast beef  | was overdone/ underdone.<br>was tough.<br>was off.                           |
|   | the rice was overcooked.  |  |
|   | the ice cream was sour.<br>the bread was stale.<br>the coke wasn't cold enough. |  |

## Situation 2

- Good evening, Sir and Madam.
- Good evening. Yesterday I reserved a table for two in your restaurant for this evening. Could you show us to our table?
- Yes, come this way, please. Will this be all right?
- Yes, this is fine.
- What would you like to order?
- I think I'll have a glass of sweet red wine.
- And what shall I bring for you, Madam?
- Just a lemon juice, please.
- (later)
- Waiter!
- Yes, please.
- Could I have the bill, please?
- Yes, of course. Here's the bill. That's £ 4.85 altogether.
- Here you are. Keep the change.
- Thank you.
- May I ask you to call for a taxi for us?
- Certainly. Just a moment.

### **Situation 3**

- Waiter!

- Yes, please.

- I'm so disappointed I can't tell you. I'm afraid I have to make a complaint.

- What is the trouble, Sir/ Madam?

- The soup you have served is completely cold and it's impossible to eat it.

- But it was hot when I brought it to you.

- It can't have got cold while you were bringing it from the kitchen to my table. Will you please take it back and bring me some hot food?

- Certainly. I apologize for the inconvenience I have caused.

- That's all right.