

Serving Situations

Read the situations below. Work with a partner to choose phrases from the box for the waiter/waitress (W) and customer (C) to use in each situation. Some phrases can be used more than once. Note that students A and B have different phrases in their boxes, so you must work together!

Excuse me. I'd like to order.
Could I see a dessert menu?
How long is the wait?
Are you ready to order?
There's a hair in my soup.
Thank you.
This is rare. I ordered well-done.
I'm not sure. Let me quickly check for you.
Not yet.
Sorry to keep you waiting. I'll be with you in just a few minutes.
Certainly. Here you are.
No. That's all set.

1) The customer found a hair in his/her soup.

C:

W:

2) The customer wants to know the soup of the day. The waiter/waitress doesn't know.

C:

W:

3) The waiter/waitress wonders if the customer is ready to order. He/she isn't ready.

W:

C:

W:

4) The customer ordered his/her steak well-done, but it is red.

C:

W:

5) The customer is ready to order. The waiter/waitress is busy.

C:

W:

6) The customer wants to know how long he/she will have to wait to get a table.

C:

W:

7) The customer has been waiting for his/her food for 15 minutes.

C:

W:

8) The customer wants to order dessert.

C:

W:

9) The meal is finished, and the waiter/waitress bring the bill.

W:

C:

10) The customer has put cash in the folder with the bill.

W:

C:

W:

11) The customer is leaving the restaurant.

W:

C: