

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!

Thanks.
Will the steak be ready soon?
Oh, I'm sorry. I'll bring you another right away.
Do you need change?
I'll check on that for you.
What is the soup of the day?
Okay. I'll come back in a few minutes.
Only about 10 minutes.
I'll take this when you're ready.
Thank you. Goodbye.
I'm sorry. I'll have the chef finish cooking it.

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: