

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!

- 1) The customer found a hair in his/her soup.
C: There's a hair in my soup.
W: Oh, I'm sorry. I'll bring you another right away.
- 2) The customer wants to know the soup of the day. The waiter/waitress doesn't know.
C: What is the soup of the day?
W: I'm not sure. Let me quickly check for you.
- 3) The waiter/waitress wonders if the customer is ready to order. He/she isn't ready.
W: Are you ready to order?
C: Not yet.
W: Okay. I'll come back in a few minutes.
- 4) The customer ordered his/her steak well-done, but it is red.
C: This is rare. I ordered well-done.
W: I'm sorry. I'll have the chef finish cooking it.
- 5) The customer is ready to order. The waiter/waitress is busy.
C: Excuse me. I'd like to order.
W: Sorry to keep you waiting. I'll be with you in just a few minutes.
- 6) The customer wants to know how long he/she will have to wait to get a table.
C: How long is the wait?
W: Only about 10 minutes.
- 7) The customer has been waiting for his/her food for 15 minutes.
C: Will the steak be ready soon?
W: I'll check on that for you.
- 8) The customer wants to order dessert.
C: Could I see a dessert menu?
W: Certainly. Here you are.
- 9) The meal is finished, and the waiter/waitress bring the bill.
W: I'll take this when you're ready.
C: Thanks.
- 10) The customer has put cash in the folder with the bill.
W: Do you need change?
C: No. That's all set.
W: Thank you.
- 11) The customer is leaving the restaurant.
W: Thank you. Goodbye.
C: Thanks.