

## Lesson 13: A Complicated Coffee Order

---

*Lisa works at a coffee shop, and Andy comes in to make his order... but there are a few problems. Listen to the conversation and mark these statements "True" or "False."*

### **Listening Comprehension**

*True or false according to the dialogue?*

1. Andy wants cinnamon on his coffee, but not whipped cream.
2. Lisa is a student.
3. Lisa works at the café full-time.
4. She can't make the first drink because she doesn't know how.
5. Andy says he is willing to pay a higher price.
6. Lisa has had this job for four years.
7. Lisa tells Andy he should talk to the manager.
8. The coffee shop doesn't have any almond milk.
9. Some of the café's equipment isn't working.
10. Andy leaves without ordering anything.

# Conversation Text

**Lisa:** Hi, what can I get for you today?

**Andy:** Hi there. I'll have a double mint chocolate espresso with just a **hint** of cinnamon and a **dash** of whipped cream.

**Lisa:** I'm sorry, but we don't do customized drinks. If you want, I can make you a regular espresso.

**Andy:** I don't *want* a regular espresso. I want a double mint chocolate espresso with just a hint of cinnamon and a dash of whipped cream. **It's not rocket science.** You did graduate from high school, didn't you?

**Lisa:** I'm actually in college. I work here part-time; it helps me pay for my books.

**Andy:** Then you can surely **figure out** how to make my order the way I want. It's a double mint chocolate espresso with a bit of cinnamon and a dash of whipped cream.

**Lisa:** **Sir**, the 'Coffee Cup' only prepares drinks listed on the menu. It's written right over there.

**Andy:** Doesn't your menu offer drinks with mint chocolate ingredients?

**Lisa:** Well, yes – there's our mint chocolate iced **latte**. Would you like one of those?

**Andy:** No, just add the mint chocolate **stuff** to my espresso. I'll pay the higher price for the latte. I'm not asking you to break the law here, just **bend the rules** a little bit. **After all**, I'm a **regular**.

## Vocabulary

**hint / dash** = these words both mean "a very small amount"

**it's not rocket science** = it's not complicated / difficult

**figure out** = discover, understand

**sir** = a polite way to address a man. For a woman, it would be **ma'am** (for an older/married woman) or **miss** (for a young woman)

**latte** = espresso coffee with steamed (hot) milk

**stuff** = a general word for material or items

**bend the rules** = allow something that is not normally allowed

**after all** = after everything else has been considered

**a regular** = a frequent customer

**Lisa:** Look, I'm new here. This is my fourth day on the job, and today my manager left me alone for the first time. Now, I'll make you any drink listed on the menu. If you want to wait until my manager gets back from the bank, then you can **take it up with her**. I'll only make you a customized drink if she **gives the green light**.

**Andy:** All right, never mind. Just make me a white chocolate cappuccino with **almond** milk, then.

**Lisa:** We only have regular milk and **soy** milk, sir.

**Andy:** What kind of coffee shop doesn't carry almond milk? How about if I buy my own almond milk at the store across the street and give it to you – then could you make my cappuccino?

**Lisa:** Sir, I'm sorry, but I'm not allowed to make any drink that is not listed on the menu. That's the policy, and **my hands are tied**.

**Andy:** Good grief! Whatever happened to "the customer is always right?" (*sigh*) Okay... can you make me a double peanut butter **fudge** espresso? That drink is clearly listed on the menu.

**Lisa:** We're **out of** fudge, sir. I'm sorry. Is there another drink you would like to order?

**Andy:** How can I when you refuse to make any of my favorite drinks, and you're out of half the ingredients...?! Fine... ummm... just make me a raspberry espresso.

**Lisa:** I can do that! ...wait – no I can't. I just remembered something.

**Andy:** What is it now?!

## Vocabulary

**take it up with her** =  
start the discussion  
with her; make the  
complaint to her

**gives the green light**  
= gives approval /  
permission to do  
something

**almond** = a type of  
nut

**soy** = a type of bean

**my hands are tied** = I  
have no power or  
ability to do it

**fudge** = a soft candy  
made of sugar, milk,  
butter, and flavors  
(often chocolate)

**We're out of fudge** =  
We don't have any  
more fudge

**Lisa:** Our espresso machine is **out of order**. Can I offer you a regular cup of coffee instead? We also have an excellent selection of herbal teas...

**Andy:** Just **gimme** a **plain** black cup of coffee and let me get **outta** here!

**Lisa:** Coming right up.

## Vocabulary

**out of order** = not functioning

**gimme** = give me

**plain** = regular, normal, without anything special added

**outta** = out of

**coming right up** = your order will be ready very soon

## Vocabulary Quiz

*Complete each sentence with a word from the box. Two words are not used.*

**after all**

**bend the rules**

**figure out**

**green light**

**hands are tied**

**hint**

**out of order**

**plain**

**regulars**

**sir**

**stuff**

**take it up with**

1. Excuse me, \_\_\_\_\_, you dropped one of your gloves - here it is.
2. He talked about his bad behavior without even a \_\_\_\_\_ of remorse.
3. I can't \_\_\_\_\_ how to use this remote control; can you show me?
4. She doesn't really clean her room - she just shoves all her \_\_\_\_\_ into the closet so that it's out of sight.
5. They presented the plan to the directors, and now they're waiting for the \_\_\_\_\_ to start.
6. I'd really like to hire another person for my department, but the company says it doesn't have the budget - so my \_\_\_\_\_.
7. The bartender knows the names of all the \_\_\_\_\_.
8. The elevator is \_\_\_\_\_, so we'll have to take the stairs.
9. Well, normally we don't let customers return items after 30 days, but I'll \_\_\_\_\_ just this once.
10. I'd like to order a \_\_\_\_\_ cheese pizza - no toppings.

## **Speaking Task**

Tell me about a time when you experienced good customer service and a time when you experienced bad customer service. Do you believe “the customer is always right”? How do you think companies can motivate their employees to provide good service? Record your answer at [www.speakpipe.com/espressoenglish](http://www.speakpipe.com/espressoenglish) or send me the MP3 at [homework@espressoenglish.net](mailto:homework@espressoenglish.net)

## **Answers**

### **Comprehension Questions**

1. False
2. True
3. False
4. False
5. True
6. False
7. True
8. True
9. True
10. False

### **Vocabulary Quiz**

1. sir
2. hint
3. figure out
4. stuff
5. green light
6. hands are tied
7. regulars
8. out of order
9. bend the rules
10. plain