

## Warm-up

Today, you're going to speak about **restaurants and other related issues**. Use the questions in **exercise 5 (p. 100)** as a starting point to prepare the session. Try to use the **vocabulary and structures** that you have learnt up to now. Remember you should try to provide your classmates with **as much information as you can**. Describe your experience to your classmates and listen to theirs. When they have finished, ask them one question.

**Think about a restaurant experience you've had recently.** Use the criteria in **Exercise 1 (p. 100)** and give the restaurant a score out of three. Then describe your experience to your classmates. [ Remember you should speak about location, ambience, value for money, service, cuisine, hygiene and décor.]

*I would like to talk about ... which is situated ... In terms of service, I would give it a score of ... because .... Regarding ambience ...*

## Speaking Card\_ week 2

### MEDIATION: COMPLAINT TO A FAST FOOD RESTAURANT

#### Context:

A friend of yours, who has recently moved to England, ordered some food from a **Chinese delivery restaurant** last night but she had several problems with the order and wants to make a complaint. As you speak better English than she does, she has asked you to call the restaurant for her. You dial the number, but as no one answers you decide to leave a message **(1:30-2 minutes)** explaining the situation.

#### Task:

Your friend has given you **some notes**. Use that information to explain what happened and what your friend wants. Remember to try to rephrase this input and use your **own words whenever possible**.

- First call: 7 pm
- Second call 7:45
- Food arrived: 8:15
- Brought one spring roll, not two and the wrong rice.
- Delivery person: quite rude.
- Expect: apology and refund.