

## DIALOGUE 1:

MR BEAN IS AT A CAFE WITH HIS COLLEAGUE MR SMITH. THEY ARE SITTING AT A TABLE. THE WAITER COMES TO TAKE THEIR ORDER.

**Waiter:** Are you ready to order?  
**Mr Bean:** Yes, I'd like a cup of coffee and a doughnut, please.  
**Waiter (to Mr Smith):** And what would you like?  
**Mr Smith:** Oh, I'll have a pot of tea and a slice of apple pie.  
**Waiter:** Would you like cream with your pie?  
**Mr Smith:** No, thank you. Could I have ice cream with it instead?  
**Waiter:** Yes, of course.  
**Mr Bean:** And may I have a glass of water too?  
**Waiter:** Certainly.

## Sample Dialogue Two:

**Barista:** Hi – what can I get for you?  
**You:** I'd like a medium mocha with 2% please.  
**Barista:** Sure. What's your name?  
**You:** Sarah. S-a-r-a-h.  
**Barista:** Great. That's \$3.50 please. It will be ready in a just a moment.  
**You:** Thanks.  
*(a few minutes later)*  
**Barista (loudly):** Sarah – medium mocha with 2%?  
**You:** That's me! Thanks. (pick up your coffee and go)

## Sample Dialogue Three:

**Barista:** Hi there – how are you today?  
**You:** Fine, thanks. You? Can I get a double shot soy latte?  
**Barista:** Sure. Do want a tall or grande?  
**You:** Just a tall.  
**Barista:** Alright. A tall double shot soy latte. That's \$4.30.  
**You:** Here you are.  
**Barista:** Thanks. It will be just a minute.  
**You:** Great, thank you.

## Dialogue 4:

**Cashier:** Hi there! What can I get for you?  
**Customer:** Hello. I'd like an americano, please.  
**Cashier:** Okay. What size would you like?

**Customer:** *Sorry?*

**Cashier:** *What size?*

**Customer:** *Oh. A small, please.*

**Cashier:** *Okay. Anything else besides the drink?*

**Customer:** *No, thanks. That's all.*

**Cashier:** *And is that for here or to go?*

**Customer:** *For here, please.*

**Cashier:** *Your name, please?*

**Customer:** (your name)

**Cashier:** *Okay. Your total comes to \$3.49. Are you paying with cash or credit?*

**Customer:** *Credit.* (Give the cashier the credit card.)

**Cashier:** *Great. We'll call your name when your order is ready. You can pick it up at the counter over there, okay?*

**Customer:** *Okay, thanks!*

**Cashier:** *Thank you!*

Dialogue 5:

**Barista:** Can I help who's next?

**You:** Yes, Hi! I'd like a large black coffee, please.

**Barista:** Is that for here or to go?

**You:** Um, for here, I guess.

**Barista:** Do you want cream or sugar with that?

**You:** Oh, no, I just want it black, thanks.

**Barista:** Ok, sure. Here you go. Enjoy!

**You:** Thanks!

FOOD DELIVERY

Dialogue 1:

Order clerk: Hello, Torino's Restaurant.

Nancy: Hello, I'd like **to place a delivery order**.

Order clerk: Can I have your address and the **major cross streets**, please?

Nancy: It's 1212 Main Street, and the nearest cross streets are Speedway and Highland.

Order clerk: Okay, it looks like you're in our **delivery area**. What would you like to order?

Nancy: I'd like **an order of** spaghetti. Does that come with any **sides**?

Order clerk: You have **a choice of** soup or salad.

Nancy: I'll have the salad.

Order clerk: Is that all? We have a \$15 **minimum** for delivery orders.

Nancy: **In that case**, I'll also take an appetizer **sampler plate**.

Order clerk: Okay, that's one order of spaghetti and an appetizer sampler plate. You're still \$3 **short**. Would you like a drink or some dessert?

Nancy: I'll take an iced tea.

Order clerk: All right, but you're still a dollar short.

Nancy: What can I get for a dollar?

Order clerk: There's nothing on the menu for a dollar, **ma'am**.

Nancy: And you won't deliver my \$14 order?

Order clerk: That's our **policy**, ma'am.

Nancy: All right, you win. Give me an order of bread. **How long will that take?**

Order clerk: You should get your food in about an hour.

Nancy: An hour?!?

Order clerk: Yes, ma'am. You've ordered a lot of food and it takes time for us to prepare it.

Dialogue 2:

**R = Restaurant worker            C = Caller**

R: B.B.QUES Gourmet Grill, how can I help you?

C: Hello. I'd like to make an order.

R: Okay. For pick-up or delivery?

C: Delivery please.

R: Can I have your address please?

C: 679 Wexford Street.

R: Is that a house or an apartment?

C: A house.

R: And your phone number?

C: 416-848-3932

R: Great. What would you like?

C: I'll have some garlic bread with cheese, and the Pork Rib Dinner.

R: Okay. Would you like a half rack or full rack of ribs?

C: Hmm. Is a half rack enough for one person?

R: Well, when I'm hungry, I eat a full rack.

C: I'll have a full rack then. I'm starving!

R: Okay. Would you like anything to drink?

C: No, thanks. That's everything.

R: Okay. That will be \$29.27.

C: Really? Why is it so much?

R: There is a small \$3 delivery fee.

C: I see. Okay. How long will it take to deliver?

R: Around 30 minutes.

C: Okay. Thanks.

R: Thank you for calling B.B.QUES. Have a great evening.