

- 1 What do they order?
- 2 What problems do they have?



))) You Hear	You Say 
Are you ready to _____?	Yes, please.
Can I get you something to _____ with?	No, thank you. I'd like the tuna with a green salad.
And for you, sir?	I'll have the steak, please.
Would you like that with fries or a baked _____?	Fries, please.
How would you like your steak? Rare, _____, or well done?	Well done. Nothing for me.
OK. And to _____?	Water, please.
_____ or sparkling?	Sparkling.
The tuna for you ma'am, and the steak for you, _____.	I'm sorry, but I asked for a green salad, not fries.
No problem. I'll _____ it.	Excuse me.
Yes, sir?	Sorry, I asked for my steak well done and this is rare.
I'm really sorry. I'll _____ it back to the kitchen.	

))) You Hear You Say

Are you ready to <u>ORDER</u> ?	Yes, please.
Can I get you something to <u>START</u> with?	No, thank you. I'd like the tuna with a green salad.
And for you, sir?	I'll have the steak, please.
Would you like that with fries or a baked <u>POTATO</u> ?	Fries, please.
How would you like your steak? Rare, <u>MEDIUM</u> , or well done?	Well done. Nothing for me.
OK. And to <u>DRINK</u> ?	Water, please.
<u>STILL</u> or sparkling?	Sparkling.
The tuna for you ma'am, and the steak for you, <u>SIR</u> .	I'm sorry, but I asked for a green salad, not fries.
No problem. I'll <u>CHANGE</u> it.	Excuse me.
Yes, sir?	Sorry, I asked for my steak well done and this is rare.
I'm really sorry. I'll <u>TAKE</u> it back to the kitchen.	

Roleplay

- One person is the customer.
- One person is the waiter/waitress.

- Order a steak or tuna.
- And, order a fries or salad.

- There is a problem.
- Explain to the waiter/waitress.
- Try to fix the problem.

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