

3 ANALYZE Watch the video and choose your answers.

	Andy	Customer	Max
1 Who smiles when paying for his order?	☐	☐	☐
2 Who greets Sarah but doesn't ask how she is?	☐	☐	☐
3 Who doesn't wait to be asked for his order?	☐	☐	☐
4 Who says <i>please</i> and <i>thank you</i> ?	☐	☐	☐
5 Who signals that he is in a hurry?	☐	☐	☐

4 IDENTIFY Watch the video again. Complete the expression each person uses to place his order.

- 1 Andy: a green tea, and a medium coffee, please.
- 2 Customer: Green tea, .
- 3 Max: green tea, please?

5 APPLY Read this extract of the conversation between Andy and Sarah. Label the parts of the conversation.

confirmation of order	greeting
request for service	thanks / finish

- 1 Sarah: Hey. How's it going?
Andy: Hey, Sarah. I'm good, thanks.
Sarah: Great. What can I get you?
- 2 Andy: Uh, I'll have a green tea, and a medium coffee, please.
- 3 Sarah: Green tea and a coffee. Anything else?
- 4 Andy: No. That's all. Thank you.

6 INTEGRATE Listen to a different conversation. Complete the missing words.

- Server: Hello. ¹ I help you?
- Customer: Er, yes. ² I ³ a large black coffee and a muffin, please?
- Server: Certainly. One large black coffee and a muffin. ⁴ you ⁵ anything else?
- Customer: Er. No, thank you. That's ⁶.