

DIALOGUE: AT THE RESTAURANT



-Read the dialogue and do the following activities:

Waiter: Good evening! Welcome to Ocean Breeze. A table for how many?

Customer 1: Just the two of us.

Waiter: Wonderful! Please follow me to your table.

(They walk to the table and sit down.)

Waiter: Here are your menus. Would you like to start with something to drink?

Customer 2: I'll have a glass of water, please.

Customer 1: I'll have the same.

Waiter: Excellent. I'll be right back with your drinks.

(Waiter leaves and returns shortly with the drinks.)

Waiter: Here are your waters. Are you ready to order, or do you need a few more minutes?

Customer 2: I think we're ready. I'll have the grilled salmon with a side of steamed vegetables.

Customer 1: And I'll have the steak, medium rare, with mashed potatoes, please.

Waiter: Perfect. I'll get that order in right away.

(After some time, the waiter returns with the food.)

Waiter: Here are your meals. Grilled salmon for you and steak for you. Enjoy!

Customer 1: Uh, excuse me, this steak is overcooked. I asked for medium rare, but this is well-done.

Waiter: Oh, I'm very sorry about that. Let me take it back to the kitchen, and we'll prepare a new steak for you right away. Would you like a complimentary appetizer while you wait?

Customer 1: That would be great, thank you.

Waiter: I'll bring that out shortly, and your steak will be ready in just a few minutes.

(The waiter returns later with a new steak and an appetizer.)

Waiter: Here's your new steak, cooked to medium rare as requested, and a complimentary appetizer for the inconvenience. Is there anything else I can do for you?

Customer 1: This is perfect, thank you.

Waiter: I'm glad to hear that. Please enjoy your meal!

Comprehension Activities

Activity 1: True or False

The customers ordered drinks after they received their food.

The waiter offered to replace the steak when it was overcooked.

The waiter offered a complimentary dessert for the inconvenience.

The steak was cooked correctly the first time.

Activity 2: Multiple Choice Questions

What did Customer 1 order?

- a) Grilled salmon
- b) Chicken
- c) Steak
- d) Pasta

What was the issue with Customer 1's meal?

- a) It was undercooked.
- b) It was overcooked.
- c) It was too salty.
- d) It was cold.

How did the waiter respond to the complaint?

- a) Ignored it
- b) Apologized and replaced the steak
- c) Argued with the customer
- d) Offered a refund

What did the waiter offer as compensation for the mistake?

- a) A free drink
- b) A discount on the bill
- c) A complimentary appetizer
- d) A dessert

