

Practical English Restaurant problems

EPISODE 2

1 IN THE NEW YORK OFFICE



a (28)) Watch or listen. Mark the sentences T (true) or F (false).

- 1 The New York office is smaller than the London office.
- 2 Barbara is the designer of the magazine.
- 3 Rob has never been to New York before.
- 4 Barbara is going to have lunch with Rob and Jenny.
- 5 Holly is going to work with Rob.
- 6 Holly wants to go to the restaurant because she's hungry.

b Watch or listen again. Say why the F sentences are false.



2 VOCABULARY restaurants

Do the restaurant quiz with a partner.

RESTAURANT QUIZ

What do you call...?

- 1 the book or list which tells you what food there is
- 2 the three parts of a meal
- 3 the person who serves you
- 4 the piece of paper with the price of the meal
- 5 extra money you leave if you are happy with your meal or with the service

What do you say...?

- 1 if you want a table for four people
- 2 when the waiter asks you what you want
- 3 when you are ready to pay

3 AT THE RESTAURANT

a (29)) Cover the dialogue and watch or listen. Answer the questions.

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



- b Watch or listen again. Complete the **You Hear** phrases.

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.	

British and American English
(French) *fries* = American English
chips = British English

- c (210) Watch or listen and repeat the **You Say** phrases. Copy the rhythm.

- d Practise the dialogue with a partner.

- e In pairs, roleplay the dialogue.

A You are in the restaurant. Order a steak or tuna.

B You are the waiter/waitress. Offer A fries, a baked potato, or salad with the steak or tuna. You begin with *Are you ready to order?*

A There is a problem with your order. Explain it to the waiter/waitress.

B Apologize, and try to solve the problem.

- f Swap roles.

4 HOLLY AND ROB MAKE FRIENDS



- a (211) Watch or listen to Rob, Holly, and Jenny. Do they enjoy the lunch?

- b Watch or listen again and answer the questions.

- What's Rob going to write about?
- How does Holly offer to help him with interviews?
- What does she say they could do one evening?
- What's the problem with the check?
- Why does Jenny say it's time to go?
- Do you think Jenny wanted Holly to come to lunch?

British and American English
check = American English
bill = British English

- c Look at the **Social English phrases**. Can you remember any of the missing words?

Social English phrases

Holly _____ tell me, Rob...

Rob Well, to _____ with...

Rob Do you have any _____?

Rob That would _____ great.

Jenny _____ we have the check (bill), please?

Jenny Excuse me, I think there's a _____.

Jenny OK, _____ to go.

- d (212) Watch or listen and complete the phrases.

- e Watch or listen again and repeat the phrases. How do you say them in your language?



Can you...?

- ☐ order food in a restaurant
- ☐ explain when there is a problem with your food, the bill, etc.
- ☐ ask what somebody is going to do today