

2 Reading

A. Listen and read. What did the people order? Match.



1.

A: Are you ready to order?
B: Yes. I'd like a club sandwich, please.
A: And what would you like to drink?
B: A lemonade, please.
A: I'm afraid we haven't got any lemonade.
B: OK. A bottle of mineral water, please.
A: Sure. Anything else?
B: No, that's all.

2.

C: Would you like to order?
D: Yes, please. But, I'm not sure what I want... Could I have a Caesar salad?
C: Of course.
D: What does the steak come with?
C: Rice.
D: I see. Could I have a steak and some chips instead?
C: Sure. Is that all?
D: No, sorry. Actually, I prefer my steak with onion rings.
C: No problem.

3.

E: Excuse me, miss.
F: Yes. Is there a problem?
E: Actually, yes, there is.
The food was horrible. There were no mushrooms in the mushroom soup and there was no meat in my lasagna.
F: I'm sorry to hear that. Could I get you anything else?
E: No, thank you. Could I have the bill?
F: Certainly.

4.

G: Pablo's Pizza.
H: I'd like to order a pizza, please.
G: Mr Richards, 234 Friar Place?
H: Yep.
G: What would you like?
H: A medium meat delight, and a small vegetarian classic.
G: Would you like something to drink with that?
H: No, thanks.
G: OK. That's £ 14.85.

When we want to be polite,
we use **Could I/you...?**
instead of **Can I/you...?**

B. Read the dialogues again and answer the questions. Write A-H. You will not need to use all the letters.

Which person...

1. ordered food over the phone?
2. is complaining?
3. changed his/her mind while ordering?
4. drank something that wasn't his/her first choice?
5. apologised to a customer?
6. knew information about the customer?



RICE



CHICKEN



SALAD



FISH



PORK



SANDWICH



CHIPS



SPAGHETTI



ORANGES



BANANAS



STRAWBERRIES



CHERRIES



APPLES



PEARS



WATER



JUICE



LEMONADE