

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