

## Translate and learn phrases

### Greetings and chit-chat

#### *Bartender*

- Hi, how's it going? / Hello there... / Good evening, madam.
- Is this your first visit/time here? / I don't think I've seen you before. / I haven't seen you (in here) before...

#### *Customer*

- (Everything's) Great thanks, and you?
- It's a bit quiet in here tonight. / It's still early.
- It's my first visit.

### Making and accepting offers

#### *Bartender*

- Why don't you take a seat? / Here's the bar menu (for you to look at).
- Would you like to look at the menu while you wait/you're waiting? / Why don't you taste/try all three while I serve this other customer?
- What can I get you? / What would you like?
- I'll bring your usual over to you.
- Let me know when you're ready to order. / Let me know if you need any help at all.
- Coming (right) up... / I'll just finish serving this gentleman/customer and I'll be (right) with you.

#### *Customer*

- I'm next.
- I think I've decided. / I'll have the Fuller's, please. / I'm going for the Rioja.
- I wonder if... / Can I have a..., please? / Would it be possible to...?
- I fancy trying... (for a change).

### *Read the dialogue*

Bartender Good evening, madam. What can I get you?

Customer 1 I'd like to see your wine menu, please.

Bartender Certainly, here it is. Let me know if you need any help or advice.

Customer 1 Thank you. I will.

Bartender Hello Mr Branson. How are you this evening, sir?

Customer 2 Very well, thank you. How are things with you, Dan?

Bartender All good! Shall I get you your usual?

Customer 2 No, I fancy trying one of your new ales for a change. What do you recommend?

Bartender Would you prefer a golden or a pale ale?

Customer 1 Excuse me, can I order, please?

Bartender I'll be with you in just a minute, madam.

Customer 2 Serve this lady first. I can wait.

Bartender If you're sure, Mr Branson, thank you. What can I get you, madam?

Customer 1 I'd like a bottle of Australian Merlot, please, with two glasses.

Bartender If you'd like to take a seat, I'll bring it over to you.

Customer 1 That's very kind of you. I'll be over there by the window.

Bartender Can I get you anything else apart from the wine, madam?

Customer 1 No, that's all for now, thanks.

Bartender While I get the wine for the lady, why don't you try our two best-selling ales?

Customer 2 Yes, please!

**Read the conversation. Decide if these sentences are T (true) or F (false).**

|          |                                                       |  | <b>T/F</b> |
|----------|-------------------------------------------------------|--|------------|
| <b>1</b> | Customer 1 wants to see the cocktail menu.            |  |            |
| <b>2</b> | The bartender knows Customer 2.                       |  |            |
| <b>3</b> | Customer 2 wants his usual.                           |  |            |
| <b>4</b> | The bartender serves Customer 1 before Customer.      |  |            |
| <b>5</b> | Customer 1 takes her drinks to her table.             |  |            |
| <b>6</b> | The bartender offers Customer 2 a sample of two ales. |  |            |

### **How to welcome customers**

- Look professional and busy at all times, don't stand around or play with your phone.
- Smile and greet people with genuine warmth when they walk up to the bar.
- Read body language and differentiate between real customers and those just chatting.
- Apologise to customers waiting, but give everyone your full attention and double-check orders.
- Learn the names, tastes and habits of regular customers, so service feels more personalised.
- Offer advice and suggestions about drinks if required and samples of new products.