

**3**  **ANALYZE** Watch the video and choose your answers.

	Andy	Customer	Max
1 Who smiles when paying for his order?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Who greets Sarah but doesn't ask how she is?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Who doesn't wait to be asked for his order?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Who says <i>please</i> and <i>thank you</i> ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Who signals that he is in a hurry?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**4**  **IDENTIFY** Watch the video again. Complete the expression each person uses to place his order.

- 1 Andy:  a green tea, and a medium coffee, please.
- 2 Customer: Green tea, .
- 3 Max:  green tea, please?

**5** **APPLY** Read this extract of the conversation between Andy and Sarah. Label the parts of the conversation.

confirmation of order      greeting  
request for service      thanks / finish

- 1 Sarah: Hey. How's it going?  
Andy: Hey, Sarah. I'm good, thanks.  
Sarah: Great. What can I get you?
- 2 Andy: Uh, I'll have a green tea, and a medium coffee, please.
- 3 Sarah: Green tea and a coffee. Anything else?
- 4 Andy: No. That's all. Thank you.

**6**  **INTEGRATE** Listen to a different conversation. Complete the missing words.

Server: Hello,  I help you?  
Customer: Er, yes.  I  a large black coffee and a muffin, please?  
Server: Certainly. One large black coffee and a muffin.  you  anything else?  
Customer: Er, no, thank you. That's .