

**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. <sup>1</sup> I help you?
- Customer: Er, yes. <sup>2</sup> I <sup>3</sup> a large black coffee and a muffin, please?
- Server: Certainly. One large black coffee and a muffin. <sup>4</sup> you <sup>5</sup> anything else?
- Customer: Er. No, thank you. That's <sup>6</sup>.