

## DIALOGUE: AT THE RESTAURANT



### -Read the dialogue and do the following activities:

**Waiter:** Good evening! Welcome to Ocean Breeze. A table for how many?

**Customer 1:** Just the two of us.

Waiter: Wonderful! Please follow me to your table.

*(They walk to the table and sit down.)*

**Waiter:** Here are your menus. Would you like to start with something to drink?

**Customer 2:** I'll have a glass of water, please.

**Customer 1:** I'll have the same.

**Waiter:** Excellent. I'll be right back with your drinks.

*(Waiter leaves and returns shortly with the drinks.)*

**Waiter:** Here are your waters. Are you ready to order, or do you need a few more minutes?

**Customer 2:** I think we're ready. I'll have the grilled salmon with a side of steamed vegetables.

**Customer 1:** And I'll have the steak, medium rare, with mashed potatoes, please.

**Waiter:** Perfect. I'll get that order in right away.

*(After some time, the waiter returns with the food.)*

**Waiter:** Here are your meals. Grilled salmon for you and steak for you. Enjoy!

**Customer 1:** Uh, excuse me, this steak is overcooked. I asked for medium rare, but this is well-done.

**Waiter:** Oh, I'm very sorry about that. Let me take it back to the kitchen, and we'll prepare a new steak for you right away. Would you like a complimentary appetizer while you wait?

**Customer 1:** That would be great, thank you.

**Waiter:** I'll bring that out shortly, and your steak will be ready in just a few minutes.

*(The waiter returns later with a new steak and an appetizer.)*

**Waiter:** Here's your new steak, cooked to medium rare as requested, and a complimentary appetizer for the inconvenience. Is there anything else I can do for you?

**Customer 1:** This is perfect, thank you.

**Waiter:** I'm glad to hear that. Please enjoy your meal!

### Comprehension Activities

#### Activity 1: True or False

The customers ordered drinks after they received their food.

The waiter offered to replace the steak when it was overcooked.

The waiter offered a complimentary dessert for the inconvenience.

The steak was cooked correctly the first time.

#### Activity 2: Multiple Choice Questions

What did Customer 1 order?

- a) Grilled salmon
- b) Chicken
- c) Steak
- d) Pasta

What was the issue with Customer 1's meal?

- a) It was undercooked.
- b) It was overcooked.
- c) It was too salty.
- d) It was cold.

How did the waiter respond to the complaint?

- a) Ignored it
- b) Apologized and replaced the steak
- c) Argued with the customer
- d) Offered a refund

What did the waiter offer as compensation for the mistake?

- a) A free drink
- b) A discount on the bill
- c) A complimentary appetizer
- d) A dessert

