



Worksheet: Responding to Customer Requests

Name: _____ Date: _____

Course: English for Restaurant Workers – A1–A2

Topic: Responding to Requests & Dietary Needs

🌟 Part A: Match the Request to the Best Response (5 points)

Match each **customer request** to the most polite and appropriate **server response**.

Customer Request

1. Can I get a taco without onions? _____
2. I'd like my steak medium rare, please. _____
3. Could you bring my drink without ice? _____
4. I'm allergic to peanuts. Is this dish safe? _____
5. What dessert do you recommend? _____

Server Responses:

- A. I suggest the flan. It's our most popular dessert.
 - B. Of course. I'll let the kitchen know to prepare it without onions.
 - C. Sure, I'll bring it without.
 - D. No problem, medium rare. I'll make a note.
 - E. Let me check with the kitchen. Your safety is very important.
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🌟 Part B: Unscramble the words.

Unscramble the words to form polite and complete sentences a server might say in a restaurant. Start each sentence with a capital letter and use correct punctuation.

1.

bring / that / I'll / away / right / Certainly.

→ _____

2.

else / Anything / course. / Of / ?

→ _____

3.

without / problem / it / No / onions / comes / make / I'll / sure.

→ _____

4.

Sure. / go / you / Here

→ _____

5.

Absolutely, / kitchen / the / with / I'll / check / for / you.

→ _____

6.

Let / see / that / if / me / we / possible / is.

→ _____

7.

out / I'm / sorry / that / we're / of.

→ _____

8.

offer / instead / you / can / We / something else.

→ _____

9. that / don't / Sorry, / we / have

→ _____

10.

make / We / less / spicy / it / can.

→ _____

11. check / Let / me

→ _____

🌟 Part B: Complete the Dialogues (5 points)

Fill in the blanks with polite responses a server could give.

1.

Customer: Can I get enchiladas without cheese?

You: _____

2.

Customer: What do you recommend for dessert?

You: _____

3.

Customer: I want my eggs over-easy, please.

You: _____

4.

Customer: I don't eat pork. Can I change the meat?

You: _____

5.

Customer: Could I get my drink without sugar?

You: _____

🌟 Part C: Fill in the Blanks with the Words in the Box (10 points)

Use the words and phrases below to complete the server responses.

You may use each word/phrase only once.

Word Bank:

without medium rare recommend sure let me check
over-easy on the side instead popular allergic

1.

Customer: I'd like my steak _____, please.

Server: No problem! I'll let the kitchen know.

2.

Customer: Can I have my eggs _____?

Server: Absolutely! I'll make a note of that.

3.

Customer: What dessert do you _____?

Server: I suggest the flan. It's very _____.

4.

Customer: I'm _____ to shellfish. Is this dish safe?

Server: _____ with the kitchen to be sure.

5.

Customer: Could I have my taco _____ onions?

Server: _____! I'll remove the onions.

6.

Customer: I don't eat pork. Can I have chicken _____?

Server: Of course! I'll let the chef know.

7.

Customer: Can I get the salsa _____?

Server: Yes, I'll bring it on the side.

✨ Part D: Create Your Own Dialogue

In pairs, write a short dialogue between a **customer** and a **server**. Use at least **one dietary request** or **customization**, and respond politely.

Example:

Customer: I'd like a burger, but no onions, please.

Server: Sure! I'll let the kitchen know. Would you like fries or salad?

Now You Try:

Customer: _____

Server: _____

Customer: _____

Server: _____