

1

Helen A cappuccino, please.

Barista 1 What's your name?

Helen Helen.

Barista 1 Ellen?

Helen No, Helen.

Barista 1 Helen. OK.

2

Barista 2 Are ... Diana?

Helen No,

... 'm not. ...'m Helen.

Barista 2 Sorry. Helen? Your cappuccino.

Helen Thanks.

3

Tom Hello. Are ... Helen?

Helen Yes, ... am. And ...'re Tom.

Tom Yes! Nice to meet ...

Helen Nice to meet ...

Tom Just a minute.

4

Tom Hi. A tea, please.

Barista 1 OK. What's your name?

Tom Tom.

Barista 1 Dom. A tea.

Tom No, ...'m Tom, not Dom.