📝 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.

✨ 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 / ?
→ _____

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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: _____