



5 Complete the sentences with the correct form of these words from the text.

bar beverages café *eat in* profit
provision reception takeaway subsidised

- It's really expensive to *eat in* at our local restaurant because you have to pay a service charge.
- The wedding _____ was held in a beautiful setting by the sea.
- We're meeting in the _____ tonight for cocktails at 7 p.m.
- I love meeting my friends in a _____ and chatting over a cup of coffee.
- 'We would like to inform passengers that we will shortly be passing through the first class cabins of this train serving hot and cold snacks and _____.'
- 'Let's get a _____ tonight, I don't feel like cooking'.
- Companies that run to help others and not to make money are non-_____ -making.
- Nowadays a lot of children in the UK have free or _____ school meals because their families can't pay for them.
- When there are wars or natural disasters, organisations like the Red Cross are responsible for the _____ of emergency aid.

6 **1** Listen to the following conversations. Decide where the people are and what the relationship between the people is (friends, colleagues, customer and waiter/waitress, customer and server, cabin staff and passenger, etc.).

	Venue	Relationship
Conversation 1	<i>restaurant</i>	
Conversation 2		<i>customer and server</i>
Conversation 3		
Conversation 4		

7 **2** Read the conversation in a café between a waiter and a customer and complete it with the expressions from the box. Then listen and check your answers.

can you tell me could I have I'd like I'll have
just ready-to-order would you like still or sparkling
we have two options yes, of course

Waiter: Are you (1) *ready to order*?

Customer: Yes. (2) _____
what today's specials are,
please?

Waiter: (3) _____, a
vegetarian pasta bake and
a warm bacon and tomato
salad.

Customer: Mmm! (4) _____
the warm bacon and
tomato salad, please.

Waiter: (5) _____ some
bread with that?

Customer: (6) _____ some
garlic bread, please?

Waiter: (7) _____! What would you
like to drink with your meal?

Customer: (8) _____ water, please.

Waiter: (9) _____?

Customer: (10) _____ sparkling water,
please.



8 Work in pairs. Role play similar conversations in a fast food outlet and on an aeroplane. Use the conversations in exercises 6 and 7 to help you.

Conversation 1

Student A: you are a fast food outlet server.

Student B: you are a customer.

Conversation 2

Student B: you are cabin staff on an aeroplane.

Student A: you are a passenger.