

## 1. Receiving Guests

### 1. Complete the dialogue:

Reservation	show	names	good	table	coats
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- Waiter - Good evening, sir
- Guest - Hi, \_\_\_\_\_ evening
- Waiter - Do you have a \_\_\_\_\_?
- Guest - Yes, I do
- Waiter - Could I have your \_\_\_\_\_, please?
- Guest - Yes, it's Bennet, Andrew Bennet
- Waiter - Mr. Bennet. Yes, a \_\_\_\_\_ for five. Can I take your \_\_\_\_\_?
- Guest - Sure.
- Waiter - I'll \_\_\_\_\_ you to your table
- Guest - Thank you

### 2. Complete the dialogue:

Have	fully	evening
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- Waiter - Good evening, sir. Good evening, madam
- Guest - Good \_\_\_\_\_. Could I \_\_\_\_\_ a table for two?
- Waiter - Do you have a \_\_\_\_\_?
- Guest - No, I don't
- Waiter - I'm afraid we're \_\_\_\_\_ booked tonight, sir.

## 2. Taking Orders

### 1. Complete the dialogue (starters):

Drink	are	ready	have(x2)
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Waiter - Here's the menu

Guest - Thank you

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W- Are you \_\_\_\_\_ to order?

G- Yes, I think \_\_\_\_\_

W- Then, what would you \_\_\_\_\_ as a starter, madam?

G- I'll \_\_\_\_\_ vegetable soup.

W- Would you like to order a \_\_\_\_\_, sir?

G- Yes, please. A bottle of house \_\_\_\_\_.

.....

W- Here you \_\_\_\_\_, sir.

### 2. Complete the dialogue (starters):

Recommend	would	order	Pear
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Waiter - Would you like to \_\_\_\_\_ now, madam?

Guest - I don't know what to order. What could you \_\_\_\_\_?

W - Well, sir, I can recommend the Avocado \_\_\_\_\_ with prawns. It's the speciality.

G- Ok.

W- And \_\_\_\_\_ you like a house wine with it?

G- Yes, please. That'll be fine.

### 3. Complete the dialogue ( starters):

Name	table	good to	menu list
Ready	like	wine have	ham vegetable

Waiter - Good evening, madam. Good evening, sir

Guest 1- \_\_\_\_\_ evening. I booked a \_\_\_\_\_ for two yesterday.

W - Could I have your \_\_\_\_\_, please?

G.1- My name is Redford. Robert Redford

W- Mr. Redford, yes. A table for two. Can I \_\_\_\_\_ your coats?

G.1-Ok,

W - I'll show you \_\_\_\_\_ your table.

.....  
W- Here's the \_\_\_\_\_ and the wine \_\_\_\_\_, sir.

G.1 - Thank you

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W- Are you \_\_\_\_\_ to order now?

G.1- Yes, please. I'll \_\_\_\_\_ vegetable soup and melon with Parma ham for her.

W- So, one \_\_\_\_\_ soup and one Melon with Parma \_\_\_\_\_.

And what would you \_\_\_\_\_ to drink?

G. 1. We'd like a bottle of white \_\_\_\_\_.

#### 4. Complete the dialogue (main courses and side dishes):

French	bring	mixed	order	have	turbot
salad					

Waiter - What would you \_\_\_\_\_ to follow?

Guest 1 - I'll \_\_\_\_\_ the roast duck with orange sauce.

Guest 2. What fish would you recommend ?

W- The turbot is delicious.

G.2 - Ok, then, \_\_\_\_\_ in white wine

W- Any side dish?

G.1. Yes, I'd like some \_\_\_\_\_ fries and one mixed \_\_\_\_\_ for her.

W. Is that all?

G. 1. Oh, could you \_\_\_\_\_ some bread, please?

W. Certainly, sir.

#### 5. Complete the dialogue (main courses and side dishes)

Fries	potatoes	have	ready	order	drink
water	bottle	lamb	chops		

Waiter - Are you \_\_\_\_\_ to \_\_\_\_\_?

Guest 1. Yes, please. I'll \_\_\_\_\_ fried scampi.

Guest 2. And I'll \_\_\_\_\_ chicken casserole.

W- I'm sorry, madam, but we haven't got any chicken.

G. 2- Then, what could you suggest?

W- I can recommend the lamb. It's the speciality.

G.2- Ok, then, I'll have grilled \_\_\_\_\_

W- Any side dish?

G.1. Yes, some French \_\_\_\_\_ for me and boiled \_\_\_\_\_ for her.

W- And would you like something to \_\_\_\_\_?

G.1. Yes, a \_\_\_\_\_ of house wine and a bottle of still mineral \_\_\_\_\_.

W. Anything else?

G. 1- No, that's all. Thank you

**6. Complete the dialogue (desserts):**

Fruit for salad

Guest 1- What's \_\_\_\_\_ dessert?

Waiter- We have apple pie, ice creams and fruit salad.

G.1- I'll have the \_\_\_\_\_ salad.

W- And \_\_\_\_\_ you, madam?

G.2- I'll have fruit \_\_\_\_\_, too

**3. Dealing with Requests**

**1. Complete the dialogue:**

Bring have bring need bring like/prefer got here have

G- Waiter, could I \_\_\_\_\_ a knife, please?

W- I'm sorry, sir. I'll \_\_\_\_\_ one

G- Could you \_\_\_\_\_ some water, please

W- Certainly, madam

G- We \_\_\_\_\_ another side plate, waiter.

W- Yes, madam

G- Could you \_\_\_\_\_ me some cigarettes, please?

W- Certainly, sir. What kind would you \_\_\_\_\_?

G- Marlboro, please

G- Waiter, have you \_\_\_\_\_ a lighter, please?

W- Yes, sir. \_\_\_\_\_ you are

G- Can I \_\_\_\_\_ an ashtray, please?

W- Yes, madam

#### 4. Dealing with Complaints:

##### 1. Complete the dialogues with the words in the box:

Apologies	Change	I'll	lipstick	kitchen	Sorry	terribly	dessert
like	new		overdone		ordered		

- a. Guest - Waiter, we \_\_\_\_\_ our drinks 20 minutes ago.  
Waiter - I'm terribly \_\_\_\_\_, sir. I'll see the wine waiter for you
- b. Guest- My steak is \_\_\_\_\_. I asked for it rare.  
Waiter- I'm sorry, sir. I'll \_\_\_\_\_ it for you
- c. Guest- Waitress, this is the worst soup I've ever tasted. It's \_\_\_\_\_ salty.  
Waiter- I'll take it back to the \_\_\_\_\_, sir. Would you \_\_\_\_\_ to order something else?
- d. Guest- I'm sorry, but I asked for my \_\_\_\_\_ without cream.  
Waiter- I'm sorry, madam. One moment and \_\_\_\_\_ change it for you
- e. Guest - Look at this glass, waiter. There's \_\_\_\_\_ on it.  
Waiter- My \_\_\_\_\_, sir. I'll get you a \_\_\_\_\_ one

#### 5. The bill

##### 1. FILL IN THE GAPS:

- Waiter: How are you \_\_\_\_\_?  
In \_\_\_\_\_ or by \_\_\_\_\_?
- Guest: I'll pay \_\_\_\_\_ card  
W: Would you \_\_\_\_\_ here?  
G: Sure  
W: Here's your \_\_\_\_\_. Thank you very \_\_\_\_\_  
G: Can you \_\_\_\_\_ me the bill, please?  
W. Certainly, madam. Here's your bill. How are you \_\_\_\_\_?  
G: I'll pay in \_\_\_\_\_. Is tax included?  
W: Yes, madam. \_\_\_\_\_ is included. Was everything to your \_\_\_\_\_?  
G: Yes, everything was perfect.