

# Practical English Restaurant problems

EPISODE 2

## 1 VIDEO IN THE NEW YORK OFFICE



a (28)) Watch or listen. Mark the sentences **T** (true) or **F** (false).

- 1 The New York office is smaller than the London office.
- 2 Barbara is the designer of the magazine.
- 3 Rob has never been to New York before.
- 4 Barbara is going to have lunch with Rob and Jenny.
- 5 Holly is going to work with Rob.
- 6 Holly wants to go to the restaurant because she's hungry.

b Watch or listen again. Say why the **F** sentences are false.



## 2 VOCABULARY restaurants

Take the restaurant quiz with a partner.

### RESTAURANT QUIZ

What do you call...?

- 1 the book or list that tells you what food there is
- 2 the three parts of a meal
- 3 the person who serves you
- 4 the piece of paper with the price of the meal
- 5 extra money you leave if you are happy with your meal or with the service

What do you say...?

- 1 if you want a table for four people
- 2 when the waiter asks you what you want
- 3 when you are ready to pay

## 3 VIDEO AT THE RESTAURANT

a (29)) Cover the dialogue and watch or listen. Answer the questions.

- 1 What do they order?
- 2 What problems do they have?




b Watch or listen again. Complete the **You Hear** phrases.

))) You Hear	You Say
Are you ready to _____?	Yes, please.
Can I get you something to _____ with?	No, thank you. I'd like the tuna with a green salad.
And for you, sir?	I'll have the steak, please.
Would you like that with fries or a baked _____?	Fries, please.
How would you like your steak? Rare, _____, or well done?	Well done. Nothing for me.
OK. And to _____?	Water, please.
_____ or sparkling?	Sparkling.
The tuna for you ma'am, and the steak for you, _____.	I'm sorry, but I asked for a green salad, not fries.
No problem. I'll _____ it.	Excuse me.
Yes, sir?	Sorry, I asked for my steak well done and this is rare.
I'm really sorry. I'll _____ it back to the kitchen.	

 **American and British English**  
(French) *fries* = American English  
*chips* = British English

c **210**))) Watch or listen and repeat the **You Say** phrases. Copy the rhythm.

d Practice the dialogue with a partner.

e  In pairs, role-play the dialogue.

**A** You are in the restaurant. Order a steak or tuna.

**B** You are the waiter/waitress. Offer **A** fries, a baked potato, or salad with the steak or tuna. You begin with *Are you ready to order?*

**A** There is a problem with your order. Explain it to the waiter/waitress.

**B** Apologize, and try to solve the problem.

f Change roles.

## 4 **HOLLY AND ROB MAKE FRIENDS**



a **211**))) Watch or listen to Rob, Holly, and Jenny. Do they enjoy the lunch?

b Watch or listen again and answer the questions.

- 1 What's Rob going to write about?
- 2 How does Holly offer to help him with interviews?
- 3 What does she say they could do one evening?
- 4 What's the problem with the check?
- 5 Why does Jenny say it's time to go?
- 6 Do you think Jenny wanted Holly to come to lunch?

 **American and British English**  
*check* = American English  
*bill* = British English

c Look at the **Social English phrases**. Can you remember any of the missing words?

### Social English phrases

**Holly** \_\_\_\_\_ tell me, Rob...

**Rob** Well, to \_\_\_\_\_ with...

**Rob** Do you have any \_\_\_\_\_?

**Rob** That would \_\_\_\_\_ great.

**Jenny** \_\_\_\_\_ we have the check (bill), please?

**Jenny** Excuse me, I think there's a \_\_\_\_\_.

**Jenny** OK, \_\_\_\_\_ to go.

d **212**))) Watch or listen and complete the phrases.

e Watch or listen again and repeat the phrases. How do you say them in your language?



### Can you...?

- ☐ order food in a restaurant
- ☐ explain when there is a problem with your food, the check, etc.
- ☐ ask what somebody is going to do today