**3 Practical English**

**A** You arrive to a restaurant. Ask for your reservation and then order what you want to eat and drink (starter, main course, dessert). Find a problem with the order and complain to the waiter.

**B** You are the waiter. Receive a customer and guide him/her to his/her reservation. Take the order and serve the customer. During the meal he/she is going to find a problem at the table and he/she will call you to complain. Solve the problem.

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| **A****Comienza A** | **B** |
| Good evening, and welcome to our restaurant!! | Good evening!  |
| Can I help you? | Yes, I have a reservation.  |
| What’s your name? | My name is Sonia. |
| Ok, can you spell it, please? | Yes, of course, s o n i a |
| Thank you, How many are you? | Just one. |
| Ok, Smoking or non-smoking? | Non- smoking please. |
| Do you prefer it on the ground floor or the first floor? | I prefer it on the ground floor, please. |
| Follow me, please. | Yes, of course. |
| This one is your table and here you are our menu and a glass of water. | Thank you. |
| Are you ready to order? | No, I’m not ready, yet. |
| Ok, I’ll come back in a few minutes. | Ok, thank, you. |
| Are you ready to order, now? | Yes, I am ready.  |
| Well, what would you like to drink? | I’ll drink a glass of red wine. |
| All right, what would like for starter? | I’ll have a chicken salad. |
| It’s, ok. Would you like some dressing for your salad? | Yes, but only oil and vinegar. |
| What would like for the main course? | I`ll have the steak. |
| How would you like your steak rare, medium or well done? | Medium, please. |
| It comes with a side order of rice or potatoes. What would you like? | I’d like rice please. |
| Do you want anything else? | Yes, I want a bottle of mineral cold water. |
| Do you prefer a big or small bottle? | I prefer a big bottle, please. Excuse me, Where is the toilet? |
| The toilet is located on the first floor on the right. | Thank you.  |
| Here you are, enjoy your meal! | Thank you, very much, But I asked for my steak medium and this is rare |
| I’m very sorry, I’ll send it back to the kitchen. | Could you bring me another glass of wine? |
| Yes, of course.  | Thank you. |
| Here you are. Your steak and your glass of wine. | Ok |
| Did you enjoy your meal? | It was delicious, thank you. It was really nice. |
| Thank you. Can I get you some tea, coffee or dessert? | I’d like to look at the dessert menu please. |
| Well, Here’s the dessert menu. | I think I must go for this chocolate cake here. |
| Very good choice, That’s our most popular dessert. | Thank you, can you bring me the bill? I am in a hurry. |
| Ok, your bill is here. | Excuse, I think there is a mistake in the bill. There isn’t an extra glass of wine. |
| Don’t worry. It doesn’t matter. The glass of wine is on the house. | Thank, you.  |
| Do you prefer to pay in cash or by credit card? | I prefer to pay by credit card, please.  |
| It’s ok. | Here you are. |
| Thank you, madam. | Thank you. |