

EnglishForMyJob.com WORKSHEET PACKAGE

English practice for hospitality industry workers

TOPIC: English for restaurant workers | Talking to customers (Q&A) 1

In this exercise, pretend that a customer wants some information from you. Choose the most natural-sounding response:

LEVEL: **EASY**

1. Do we have to wait to be seated?
 - a) Yes, the hostess will seat you.
 - b) I'll get you some menus.
 - c) Yes, how can I help you?

2. What do you recommend?
 - a) Our specialty is grilled trout.
 - b) All of our entrees come with fries.
 - c) What would you like to drink?

3. This soup is cold.
 - a) I'll get you some bread.
 - b) Would you like some dessert?
 - c) I'm sorry. I'll get the chef to warm it up for you.

4. We reserved a table under the name (of) Brown.
 - a) I'm sorry, there's no one here by that name.
 - b) Please follow me. I'll show you to your table.
 - c) Do you have a reservation?

5. Can I get a salad with that?
 - a) Yes, we have salads on the menu.
 - b) I recommend the salad.
 - c) Yes, all of our entrees come with a choice of soup or salad.

6. Where's your restroom? (= toilet)
 - a) It's down the hall to the right.
 - b) Yes, you can use the restroom.
 - c) Please follow me. I'll show you to your table.

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(continued)

7. This steak is well done. I ordered it rare.
- a) I'm sorry, I'll get the chef to make you another one.
 - b) You can have your steak rare, medium, or well-done.
 - c) Is your steak not cooked all the way through?
8. Can I get a refill?
- a) I'll bring you the bill right away.
 - b) Yes, the portions are quite filling.
 - c) Yes, I'll be right back with that.
9. Do you guys accept Visa?
- a) Yes, you can pay cash.
 - b) Please pay at the cash register.
 - c) Yes, we accept all major credit cards.
10. Should I leave the money with you?
- a) No, please pay at the cash register.
 - b) Yes, we accept all major credit cards.
 - c) It's our policy.

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ANSWERS:

1) a 2) a 3) c 4) b 5) c 6) a 7) a 8) c 9) c 10) a