

The Restaurant

Vocabulary

Mes-new	Menu	Menu
Or-de	Order	Commande
Gl-ass	Glass	Verre
K-up	Cup	Tasse
Pl-hey-te	Plate	Assiette
Beau-le	Bowl	Bol
For-que	Fork	Fourchette
n-I-fe	Knife	Couteau
Sp-ou-ne	Spoon	Cuillère
Nap-quine	Napkin	Serviette
Ch-aire	Chair	Chaise
St-oule	Stool	Tabouret
Ta-ble	Table	Table
Count-ter	Counter	Comptoir
Ca-che	Cash	caisse
Chèque	Check	facture

Beverages

Ju-sse	Juice	Jus
Mil-que	Milk	Lait
Kof-fi	Coffee	Café
Wa-ter	Water	Eau
Why-ne	Wine	Vin
B-ear	Beer	Bière
p-up	Pop	Boisson gazeuse

Food

Sa-lid	Salad	Salade
Chi-ze	Cheese	Fromage
Couk-ie	Cookie	Biscuit
Sou-pe	Soup	Soupe
Steak	Steak	Steak
Si-foude	Sea-food	Fruits de mer
Chic-in	Chicken	Poulet
Fry-ze	Fries	Frite
Ry-sse	Rice	Ris
Fi-che	Fish	Poisson
Sande-we-che	Sandwich	Sandwich
d-zert	Dessert	Dessert
p-I	Pie	Tarte
Ka-que	Cake	Gâteau

Verbs “ To drink” and “ to eat”

I drink	Je bois	I eat	Je mange
I am drinking	Je suis en train de boire	I am eating	Je suis en train de manger
I drank	J’ai bu	I ate	J’ai mangé
I’m going to drink	Je vais boire	I’m going to eat	Je vais manger

Exercise

Fill in the blanks with the proper verb.

1. I _____ a sugar pie yesterday.
1. Yesterday I _____ a glass of orange jus.
1. I like to _____ steak.
1. I like to _____ chocolate milk.
1. I _____ a glass of grape juice right now.
1. I _____ a bowl of soup right now.
1. I just _____ a raspberry milkshake.
1. I just _____ a fruit salad.
1. I like to _____ candy.
1. I like to _____ red wine.

Match the words

- | | | |
|-----------------------------------|---|---------|
| I’d like _____ of pop. | → | a glass |
| I’d like _____ of banana cake. | | |
| I’d like _____ of hot chocolate. | | a cup |
| I’d like _____ of ice cream. | | |
| I’d like _____ of white wine. | | a piece |
| I’d like _____ of coffee. | | |
| I’d like _____ of strawberry pie. | | a bowl |
| I’d like _____ of vegetable soup. | | |

Dialog:

- Customer: May we see the menu, please?
 Waitress: Sure, here it is.
 Waitress: Can I take your order?
 Customer: Yes, I’d like a soup and a coffee.
 Waitress: What kind of soup?
 Customer: What do you have?
 Waitress: We have chicken noodles and tomato.
 Customer: I’ll take the chicken noodle soup.
 Waitress: Cream or sugar?
 Customer: Two creams and no sugar please. Do you have decaf?
 Waitress: Yes we do.
 Customer: I’ll take a decaf with two creams.

Role Play (using the menus) in teams of two

Teacher: Can I take your breakfast order?

Student: Yes, I'd like _____ and _____.

Teacher: Would you like anything to drink?

Student: Yes I'd like _____.

Teacher: Can I take your lunch order?

Student: Yes, I'd like _____ and _____.

Teacher: Would you like anything to drink?

Student: Yes I'd like _____.

Teacher: Can I take your dinner order?

Student: Yes, I'd like _____ and _____.

Teacher: Would you like anything to drink?

Student: Yes I'd like _____.

In an envelop place pictures of various foods and the student must serve these pictures as food according to the order. Practice in teams of two.

Student: Can I take your breakfast/lunch/supper order?

Teacher: Yes, I'd like _____ and _____.

Student: Would you like anything to drink?

Teacher: Yes, I'd like _____.

Conversation

In a restaurant

Customer: A table for two, please.

Waitress: Smoking or non-smoking?

Customer: Non-smoking.

Waitress: This way, please... here is your table. Would you like anything to drink?

Customer: Yes, a bottle of your house wine.

Waitress: Here you are... Are you ready to order?

Customer: I'll have a steak with some fries and a salad.

Waitress: How would you like your steak?

Customer: Medium.

Waitress: What kind of salad dressing would you like?

Customer: What do you have?

Waitress: French, Italian and thousand island.

Customer: Thousand island.

Waitress: What would you like for dessert?

Customer: I would like an apple pie please.

Waitress: ... Is everything ok?

Customer: Yes, everything is fine but may I have the check please.

Waitress: Sure, here you go, you may pay at the cash.

Conversation

In a Fast Food store

Waitress: Welcome to McDonalds may I take your order.

Customer: Two cheeseburgers, fries and a coke, please.

Waitress: What size coke and fries?

Customer: Medium coke and small fries.

Waitress: So that's two cheeseburgers, one small fries, and one medium coke.

Customer: Yes

Waitress: That will be 15 dollars please. It'll take about three minutes, thank you.

Exercise

(Text on tape)

Chez Joseph

- Hi George, how are you today?
- Great, I just ate at *Chez Joseph* the French restaurant. It was really good.
- What did you eat?
- For a appetizer I ate a pear soup. Yes I know fruit soup sound bad but it was really good. Then as the main course I ate a chicken breast with blue cheese sauce.
- What did you drink?
- I drank a 1940 bottle of red merlot wine.
- What about dessert?
- Well I didn't really like the dessert it was two sweet. I ate a piece of triple chocolate cake with a caramel sauce and some whip cream.

Listen to the text "*Chez Joseph*" carefully and answer the following questions.

1. Where did George eat?
2. What did he eat as an appetizer?
3. What did he eat as a main course?
4. What did he drink?
5. What did he eat for desert?
6. Did he like his desert? And why?

Telephone Terms

Here are some of the words and terms that we use to talk **about** telephoning.

And-sse	Answer	Répondre
And-sse-ring ma- chine	Answering machine	Répondeur
Buzzi sig-nall	Busy signal	Signal occupé
kall	Call	appeler
Kall-ler	Caller	Personne qui appelle
Kall back/ pho-ne back	Call back/phone back	Rappeller
Kall diss-plhey	Call display	Afficheur
Cell-lu-lare pho-ne/ cell pho-ne	Cellular phone/cell phone	Cellulaire
Corde-less pho-ne	Cordless phone	Téléphone sans fil
Die-ale	Dial	Composer
Die-ale to-ne	Dial tone	Le son dans le téléphone avant de composer
di-rec-to-ri/ pho-ne book	Directory/phone book	Botin téléphonique
Hang up	Hang up	Racrocher
a-per-ra-ter	Operator	Opératrice (0)
Pa-ger	Pager	Page
Pho-ne	Phone	Téléphone
Phone boo-fe/ pay pho-ne	Phone booth/pay phone	Cabine téléphone
Pique-up	Pick up	Ramasser
Re-ssi-ver	Receiver	Parti du téléphone dans lequel on parle
ring	Ring	Sonne
Ring-e	Ringer	Sonnette


Telephone Language

Here are some typical phrases that you can use in a telephone conversation.

Answering the phone

- * Hello? (informal)
- * Thank you for calling Boyz Autobody. Jody speaking. How can I help you?
- * Doctor's office.

Introducing yourself

- * Hey George. It's Lisa calling. (informal)
 - * Hello, this is Julie Madison calling.
 - * Hi, it's Gerry from the dentist's office here.
 - * This is she.*
 - * Speaking.*
- 

The person answering says this if the caller does not recognize their voice.

Asking to speak with someone

- * Is Fred in? (informal)
- * Is Jackson there, please? (informal)
- * Can I talk to your sister? (informal)
- * May I speak with Mr. Green, please?
- * Would the doctor be in/available?

Connecting someone

- * Just a sec. I'll get him. (informal)
- * Hang on one second. (informal)
- * Please hold and I'll put you through to his office.
- * One moment please.
- * All of our operators are busy at this time. Please hold for the next available person.

Making special requests

- * Could you please repeat that?
- * Would you mind spelling that for me?

- * Could you speak up a little please?
- * Can you speak a little slower please. My English isn't very strong.
- * Can you call me back? I think we have a bad connection.
- * Can you please hold for a minute? I have another call.

Taking a message for someone

- * Sammy's not in. Who's this? (informal)
- * I'm sorry, Lisa's not here at the moment. Can I ask who's calling?
- * I'm afraid he's stepped out. Would you like to leave a message?
- * He's on lunch right now. Who's calling please?
- * He's busy right now. Can you call again later?
- * I'll let him know you called.
- * I'll make sure she gets the message.

Leaving a message with someone

- * Yes, can you tell him his wife called, please.
- * No, that's okay, I'll call back later.
- * Yes, it's James from Comp Inc. here. When do you expect her back in the office?
- * Thanks, could you ask him to call Brian when he gets in?
- * Do you have a pen handy. I don't think he has my number.
- * Thanks. My number is 222-3456, extension 12.

Confirming information

- * Okay, I've got it all down.
- * Let me repeat that just to make sure.
- * Did you say 555 Charles St.?
- * You said your name was John, right?
- * I'll make sure he gets the message.

Listening to an answering machine

- * Hello. You've reached 222-6789. Please leave a detailed message after the beep. Thank you.

* Hi, this is Elizabeth. I'm sorry I'm not available to take your call at this time. Leave me a message and I'll get back to you as soon as I can.

* Thank you for calling Dr. Mindin's office. Our hours are 9am-5pm, Monday-Friday. Please call back during these hours, or leave a message after the tone. If this is an emergency please call the hospital at 333-7896.

Leaving a message on an answering machine

* Hey Mikako. It's Yuka. Call me! (informal)

* Hello, this is Ricardo calling for Luke. Could you please return my call as soon as possible. My number is 334-5689. Thank you.

* Hello Maxwell. This is Marina from the doctor's office calling. I just wanted to let you know that you're due for a check-up this month. Please give us a ring/buzz whenever it's convenient.

Finishing a conversation

* Well, I guess I better get going. Talk to you soon.

* Thanks for calling. Bye for now.

* I have to let you go now.

* I have another call coming through. I better run.

* I'm afraid that's my other line.

* I'll talk to you again soon. Bye.

Dialog:

A: Hello.

B: Hello. May I speak to Sara?

A: I'm sorry, she's not home now.

B: Do you know when she'll be back?

A: No, I don't. Would you like to leave a message?

B: Yes, ask her to call Sylvia. My number is 377-6194.

A: O.K. I'll give her the message.

B: Thanks. Good-bye.

A. Bye.

Ordering a Pizza

Hostess: Pepi's Pizza. How can I (**call/ answer/ help**) you.

Customer: Hi. I'd like to order a pizza please.

Hostess: Okay. I'll have to transfer your call to our take-out department. (**One/This/ A**) moment please.

Recorded Message: Thank you for calling Pepi's Pizza. All of our operators are busy (**working today/ and away/ at the moment**). Please hold for the next available person.

Take-out Clerk: Thank you for waiting. Naoko (**is here/ speaking/talks**). Is this for take-out or delivery?

Customer: Delivery please.

Take-out Clerk: Can I have your name and address please?

Customer: My name is...

Take-out Clerk: Sorry, it's really busy in here. Could you (**speak out/ speaking/ speak up**) a little please?

Customer: Oh, sure. This is Angie Smith. My address is number two Front Street.

Take-out Clerk: Is that an apartment or a house?

Customer: It's an apartment. Number seventeen.

Take-out Clerk: Okay. And what would you like to order today?

Customer: I'd like a large pepperoni pizza with mushrooms, olives and extra cheese.

Take-out Clerk: I'm sorry, my English isn't (**better/ easy/ very strong**). Could you slow down a little please?

Customer: No problem. That's a large pizza.

Take-out Clerk: Large pizza. Okay.

Customer: And I'd like it with pepperoni and mushrooms.

Take-out Clerk: Pepperoni and mushrooms. Is there anything else?

Customer: Yes, olives and extra cheese please.

Take-out Clerk: Okay. I've (**got your message/ got information/ got it all down**).

Customer: Great. And how long will that be?

Take-out Clerk: It will be about thirty minutes, Miss Smith.

Customer: And how much will it cost?

Take-out Clerk: Um--could you please (**hold off/ hold on/ holding**) while I check with the kitchen?

Customer: Don't worry about it. I have to go. I have another call (**came/ to come/ coming through**). Thank you. Bye for now.

Take-out Clerk: Okay. Thanks for calling. Bye.

Telephone Quiz

- 1 When you pick up the phone to call someone you hear a **(ringer/ dial tone/ receiver)**.
- 2 If I'm not home leave a message on my **(answering/ directory/ dial)** machine.
- 3 Sally must be talking to her mom because I have been getting a **(answer/ chat/ busy signal)** for two hours.
- 4 I never answer my **(cell phone/ cordless phone/ pay phone)** while I'm driving.
- 5 Mark always turns his **(ringer/ other line/ call display)** off when he is studying.
- 6 I'm busy right now. Can you **(call back/ hang up/ telephone book)** later.
- 7 You have to **(dial/answer/ hang up)** "0" for the operator.
- 8 I have a **(receiver/busy signal/ cordless)** so I can do the dishes and chat at the same time.
- 9 You will need a quarter or a phone card if you want to use the **(pay phone/ cell phone/ pager)**.
10. I know it was my boyfriend who called because I have **(dial tone/ call display/ directory)**.