

10.4 Speaking and writing

Speaking problems in a restaurant

- 1 Choose the correct phrase, *a*, *b* or *c*.
What do you say if ...
- there's a problem with your order?
 - I do apologize.
 - There seems to be a mistake.
 - Don't worry about it.
 - you want the waiter to give you something?
 - Would you mind bringing me another one?
 - It's not your fault.
 - You've charged us for two, but we've only had one.
 - you want to make an apology?
 - I'm afraid it's wrong.
 - Could you possibly change it?
 - I'm terribly sorry.
- 2a Decide if the conversations belong to Conversation 1 or Conversation 2. Write 1 or 2.
- Customer (C)** Excuse me? I'm afraid I can't eat this steak. It's raw.
 - C** Excuse me? Could you possibly bring me the bill?
 - Waiter (W)** Yes, of course ... Here it is.
 - W** Really? I'll take it back to the kitchen for you.
 - C** No, I'd like to order something else, please.
 - C** Oh. There seems to be a mistake.
 - W** Is there?
 - W** Of course. What would you like?
 - C** Yes. You've charged me for the steak, but I didn't eat it.
 - C** I'm not sure. Would you mind bringing me the menu again?
 - W** You're absolutely right. I do apologize.
 - W** Of course not. I'm terribly sorry about your steak.
 - C** Don't worry about it. Erm, I'll have a salad, please.
 - C** Don't worry. It's not your fault.

b 10.3 Listen and check.

Writing a restaurant review

- 3 Tick (✓) the sentences where the apostrophe is used correctly and put a cross (X) if it is wrong. Correct the incorrect sentences.
- It's a great restaurant. ✓
 - It hasn't been open for long. X
It hasn't been open for long.
 - The owners' wife greeted us at the door. —
 - The waiter's were all very friendly. —
 - The other diners' meals looked delicious. —
 - My friend's and I will definitely go back. —
 - They haven't changed the menu. —
 - Hes forgotten the drinks. —
- 4 Complete the review with the words in the box.

atmosphere food ~~location~~ service value for money



LATERAL

I took my boyfriend to Lateral for his birthday yesterday, and we weren't disappointed. The ¹ *location* of the restaurant is not ideal as it's in a very narrow street where it's difficult to park. But the place was busy and it had a very lively ² _____, so we didn't mind. The ³ _____ was excellent and the waiters and waitresses were all very helpful. But the best thing about the restaurant was the ⁴ _____. My prawns were delicious, and the vegetables were cooked perfectly. My boyfriend's fish was delicious too. I had a nice surprise when I asked for the bill as the price was very reasonable. We both thought the meal was fantastic ⁵ _____. We've already told all our friends about Lateral because we had such a good time.

I can ...

understand words with more than one meaning.

Very well

Quite well

More practice



explain and deal with problems.



write a review of a restaurant.

