

## At the restaurant

<b>A reservation</b>	<b>customer</b>	<b>restaurant staff</b>
<i>On the phone</i>	<ul style="list-style-type: none"> <li>▪ Is that the York restaurant?</li> <li>▪ I'm calling to reserve/book a table for tonight</li> <li>▪ I'd like to make a reservation/to book a table for 4 on Saturday evening</li> <li>▪ Around 9.00. Is that all right for you?</li> <li>▪ There'll be ... of us</li> <li>▪ Hello, this is Mr...speaking. We are booked for tomorrow at..., but unfortunately we won't be able to come/I'd like to cancel my reservation for tonight</li> </ul>	<ul style="list-style-type: none"> <li>▪ <i>York Restaurant, good morning/May I help you?</i></li> <li>▪ <i>When is it for?/For what day/On what day /What time would you like?/ When (what time) would you like to come/ are you coming/ will you be arriving?/Let me see/check</i></li> <li>▪ <i>I'm sorry, sir. We don't have any more tables left at that time. What/how about 9.30?</i></li> <li>▪ <i>How many people is it for?/For how many people?/How many people are there?</i></li> <li>▪ <i>Can I have your name?/ Who is the reservation for? /What name, please? Could you spell that?</i></li> <li>▪ <i>No problem, Madam</i></li> </ul>
<b>Arriving at the restaurant</b>	<ul style="list-style-type: none"> <li>▪ Have you got any free tables? /Are there any places left?</li> <li>▪ I'd like a table near the window/ in the corner/ on the terrace/ indoors/ outdoors</li> <li>▪ Good evening. I've reserved a table for 6. My name's /under the name of...</li> <li>▪ No, we don't have a reservation, I'm afraid</li> </ul>	<ul style="list-style-type: none"> <li>▪ <i>Do you have a reservation?</i></li> <li>▪ <i>Could I have the name, please?</i></li> <li>▪ <i>No, I'm sorry, we haven't got any free tables at the moment but if you wait a few minutes there'll be some</i></li> <li>▪ <i>Can we offer you a menu while you're waiting?</i></li> <li>▪ <i>Good evening, madam. Have you got a reservation?</i></li> <li>▪ <i>In that case, I'm sorry, we're fully booked tonight</i></li> <li>▪ <i>I'll be able to seat you in ten minutes: you can have a seat in the bar and I'll come to show you to your table as soon as it is set</i></li> <li>▪ <i>Shall I take your coats?</i></li> <li>▪ <i>Can you follow me?/Would you follow me, please?/Please, follow me/Please, come this way</i></li> <li>▪ <i>Where would you like to sit?/Would you prefer to sit indoors or outdoors?/May I suggest the terrace?</i></li> <li>▪ <i>Would you like a smoking or non-smoking table?</i></li> <li>▪ <i>Would you like to take a seat?</i></li> <li>▪ <i>I'll show you to your table</i></li> <li>▪ <i>Would you like to see the wine list?</i></li> <li>▪ <i>I'm afraid you can't smoke here</i></li> <li>▪ <i>I'm afraid this table is not available but that one near the window is free</i></li> </ul>

Progetto Microlingue "Comunicazione in sala" -Lingua inglese-

	customer	Waiter/waitress
<p><b>Taking orders</b></p> <p><i>Setting the table</i>                      Tablecloth                      Napkins                      Bowl                      Soup plate                      Plate                      Cutlery (fork, knife, spoon, teaspoon/ coffespoon)                      Crockery                      Glassware                      Peppermill                      Cruet set (olive oil, vinegar, salt)                      Ice bucket                      Basket bread</p>	<ul style="list-style-type: none"> <li>▪ I'll have.../I think I'll have that/ I'll take your advice/I won't have a starter</li> <li>▪ I'll just have a main course</li> <li>▪ I'll have a... to start with and ...to follow</li> <li>▪ Is it fresh today?</li> <li>▪ Nothing for me. Please</li> <li>▪ I fancy some chocolate. I think I saw something on the menu...</li> <li>▪ Sounds perfect. I'll go for it</li> <li>▪ I haven't decided yet/ I can't make up my mind</li> </ul>	<ul style="list-style-type: none"> <li>▪ <i>Can I get you an aperitif?</i></li> <li>▪ <i>Can/May I take your order, sir/madam?</i></li> <li>▪ <i>Would you like to order?/ Are you ready to order?</i></li> <li>▪ <i>Would you like to start with an appetizer?</i></li> <li>▪ <i>How would you like your steak/ how would you like it cooked?</i></li> <li>▪ <i>What vegetables would you like to go with it?What dressing?</i></li> <li>▪ <i>And to follow?/and something to follow?</i></li> <li>▪ <i>And what would you like to drink?</i></li> <li>▪ <i>What will you have as a main course?</i></li> <li>▪ <i>Would you like some bread?</i></li> <li>▪ <i>I'm afraid the special's no longer available. Sorry about that</i></li> <li>▪ <i>I'll bring it at once/ I'll bring you some more right away</i></li> <li>▪ <i>Would you like to see the cheese tray?</i></li> <li>▪ <i>Can I take your order for dessert?</i></li> <li>▪ <i>Can I get you a coffee or a liqueur?Some coffee or tea?</i></li> </ul>
<p><b>Recommending dishes</b></p>	<ul style="list-style-type: none"> <li>▪ What do you suggest?/ What can you recommend?</li> <li>▪ Is there anything special you recommend?</li> <li>▪ Which wine do you suggest to go with our meal? Is there anything special you recommend?</li> </ul>	<ul style="list-style-type: none"> <li>▪ <i>I'd suggest...</i></li> <li>▪ <i>Why don't you try/ What about trying../ How about...?</i></li> <li>▪ <i>May I suggest/ can I recommend...?</i></li> <li>▪ <i>The...is very nice</i></li> <li>▪ <i>If you feel like trying a new dish, I suggest the avocado soup</i></li> <li>▪ <i>I suggest you try/... I would suggest you try</i></li> <li>▪ <i>May I suggest the catch of the day?</i></li> </ul>
<p><b>Describing dishes/drinks</b></p>	<ul style="list-style-type: none"> <li>▪ Excuse-me, what's...?</li> <li>▪ How is...made?/ What is ...made of/ What are the ingredients in ...?/ Can you tell me what...is?</li> <li>▪ What's this dish?</li> <li>▪ Does it have any...?</li> <li>▪ Is it very spicy?</li> <li>▪ What's the filling?</li> </ul>	<ul style="list-style-type: none"> <li>▪ <i>It's a typical Italian dish...</i></li> <li>▪ <i>It...is made of...</i></li> <li>▪ <i>It has...it doesn't have any...</i></li> <li>▪ <i>It's a sort of.../It's a mixture of...</i></li> <li>▪ <i>It's quite/rather spicy</i></li> <li>▪ <i>It comes with/ it's served with...</i></li> <li>▪ <i>it's made by baking...</i></li> </ul>

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	customer	Waiter/waitress
<p><b>Carrying out an order</b>  <i>Service</i>                      (cover, trolley, nutcracker, service cloth, cheeseboard, tray, salver (vassoio), wine cooler, jug, tureen (zuppiera), tongs, tea strainer, pouring wine/water, suggesting/recommending, describing a menu, ordering, taking orders, to uncork wine, to uncap water, bottle opener, dish of the day, starter, main course, side dish, corkscrew, finger bowl, dessert, to tip, slap-up meal – succulento-)</p>	<ul style="list-style-type: none"> <li>▪ May I have some more...?</li> <li>▪ We haven't got any bread/salt/spoons. We need another...</li> <li>▪ Can I have another...?</li> </ul>	<ul style="list-style-type: none"> <li>▪ <i>Here's your /here are your...sir/Madam</i></li> <li>▪ <i>Would you like some more fish?</i></li> <li>▪ <i>Do you need something?</i></li> <li>▪ <i>Would you like anything else?</i></li> <li>▪ <i>Enjoy your meal!</i></li> <li>▪ <i>Was everything to your satisfaction?</i></li> </ul>

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<p><b>Problems and solutions</b></p>	<ul style="list-style-type: none"> <li>▪ It's very draughty in here</li> <li>▪ The knife is blunt!</li> <li>▪ Fetch the manager, please!</li> <li>▪ Excuse me, look at this plate</li> <li>▪ Can I have another glass, please? This one smells</li> <li>▪ We've been waiting for ...</li> <li>▪ Excuse me, this dish is absolutely inedible!</li> <li>▪ The wine is corked!</li> <li>▪ I find the steak too rare to my taste</li> <li>▪ The soup is too...; is not...enough</li> <li>▪ How does the bill come to £ ..?</li> <li>▪ <i>The waiter spills sauce over the customer.</i> Look what you've done! My new suit is covered in cheese sauce!</li> <li>▪ That sounds reasonable</li> </ul>	<ul style="list-style-type: none"> <li>▪ <i>I apologise, sir. I'll get another glass for you</i></li> <li>▪ <i>I'll bring it straightaway</i></li> <li>▪ <i>I'm sorry, sir/madam/Just a minute, sir/Madam</i></li> <li>▪ <i>I'll bring it immediately</i></li> <li>▪ <i>I'm sorry, madam. What's wrong with it?</i></li> <li>▪ <i>I must ask you to put out your cigar</i></li> <li>▪ <i>I'll bring you another bottle immediately</i></li> <li>▪ <i>I'll check on that immediately</i></li> <li>▪ <i>Sorry, I'll change it for you</i></li> <li>▪ <i>Did you talk to the waiter about it?</i></li> <li>▪ <i>May I bring you something else?</i></li> <li>▪ <i>I'm afraid your table has been taken</i></li> <li>▪ <i>I will report this and you will not be charged for the dish</i></li> <li>▪ <i>I'm very sorry, sir</i></li> <li>▪ <i>Please accept my apologies</i></li> <li>▪ <i>I'll go and ask for the manager to come</i></li> <li>▪ <i>I do apologise, sir. We'll pay for it to be cleaned</i></li> <li>▪ <i>We will of course pay for the jacket to be dry-cleaned</i></li> <li>▪ <i>Let me try to clean it for you</i></li> <li>▪ <i>I deeply regret for the embarrassment you have been caused and ask if you would accept a voucher for four people to have a meal here at our expense</i></li> <li>▪ <i>Could we offer you a cup of coffee while you wait? It's on the house</i></li> </ul>
<p><b>At the end of the meal</b></p>		<ul style="list-style-type: none"> <li>▪ <i>Was everything to your satisfaction?</i></li> <li>▪ <i>Was everything all right, sir?</i></li> <li>▪ <i>How was your meal?</i></li> </ul>

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<p><b>The bill</b></p>	<ul style="list-style-type: none"> <li>▪ Can you bring me the bill, please?</li> <li>▪ In cash and keep the change/ I'll pay cash.</li> <li>▪ How much is that?/ How much does that come to?</li> <li>▪ May/Can/Could I have the bill/check, please?</li> <li>▪ Separate bills, please</li> <li>▪ Can I pay by credit card?/Do you accept credit cards?</li> <li>▪ Which credit card do you take?</li> <li>▪ I think there's something wrong with the drinks.</li> <li>▪ Is this item correct?</li> <li>▪ You've charged us for the cheese, but we didn't have any after all</li> <li>▪ We've only had one coffee, not two.</li> <li>▪ Is VAT included in the total?</li> </ul>	<ul style="list-style-type: none"> <li>▪ <i>How will you be paying, sir? In cash or by...</i></li> <li>▪ <i>Will you sign here?</i></li> <li>▪ <i>That comes to £11.50</i></li> <li>▪ <i>Yes, sir /madam. I'll bring it to you immediately</i></li> <li>▪ <i>Have you got any I.D.?</i></li> <li>▪ <i>I'm sorry, we don't accept cheques without I.D.</i></li> <li>▪ <i>Could I help you?</i></li> <li>▪ <i>Is there a problem?</i></li> <li>▪ <i>I'm terribly sorry</i></li> <li>▪ <i>Explaining the bill: 2 sherries at...that makes...When you add on VAT to that, it makes...</i></li> <li>▪ <i>Here's your bill madam</i></li> <li>▪ <i>I'll check that for you</i></li> <li>▪ <i>Excuse-me, sir, I'll go and check</i></li> <li>▪ <i>Here's the correct bill, madam</i></li> <li>▪ <i>We've corrected the mistake</i></li> </ul>
<p><b>Saying goodbye</b></p>		<ul style="list-style-type: none"> <li>▪ <i>Shall I get your coats?</i></li> <li>▪ <i>Do you have our card?</i></li> <li>▪ <i>Let me help you madam</i></li> <li>▪ <i>We look forward to seeing you again</i></li> </ul>

## At the bar

<p><b>Taking bar orders</b></p> <p>Assistant barman Barman/barmaid/bartender, bar manager, beer/ brandy / wine/ whisky/ champagne glass, bottle opener cocktail shaker, corkscrew, drink, ice bucket, sugar bowl, sieve, straw. Orange squash, pineapple juice, a pint/ half a pint of lager/mild Slice, twist, garnish, dash, drop</p>	<ul style="list-style-type: none"> <li>▪ Just a dry Martini, please</li> <li>▪ I'd like a gin and tonic, and a coke with plenty of ice, please</li> <li>▪ No lemon, just some ice, please</li> <li>▪ Is it draught or bottled?</li> <li>▪ What kind of...have you got?</li> <li>▪ I would like a non-alcoholic aperitif</li> <li>▪ What is the cocktail based on?</li> <li>▪ Is there whisky in the cocktail?</li> <li>▪ Could I have some ice (in it)?</li> <li>▪ That's fine then</li> <li>▪ OK, then make two, and a large gin and tonic</li> <li>▪ No, I'll pay cash/ by Visa, here you are</li> <li>▪ Thanks, keep the change</li> <li>▪ How much does that come to?</li> </ul>	<ul style="list-style-type: none"> <li>▪ <i>What can I get you, madam/sir?</i></li> <li>▪ <i>We have a wonderful local beer</i></li> <li>▪ <i>This house cocktail is excellent, sir</i></li> <li>▪ <i>Both sir, we have large and small bottles, and we have it on draught too</i></li> <li>▪ <i>I'm sorry, madam, we don't have that type of mineral water, but we do have this one; it's very good</i></li> <li>▪ <i>Here you are, sir</i></li> <li>▪ <i>Shall I charge it to your room, madam/sir?</i></li> <li>▪ <i>Are you staying in the hotel?</i></li> <li>▪ <i>Lemon with the gin, madam?</i></li> <li>▪ <i>That comes to €...</i></li> <li>▪ <i>Could you sign here, please?</i></li> </ul>
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