

Elementary English for Tourism and Hospitality
LESSON 7 – In the Restaurant
STUDY NOTES
Characters

Mona: Guest
 Jack: Guest
 Jean: Waitress

The story

Mona and Jack are dining at the Golden Lotus restaurant. Jean brings them their meals, but there is a problem with Mona's chicken dish.

Language Practice - Asking a guest if there's a problem

Below are some model dialogues to practise asking if there's a problem. They also use **now**, **straight away** and **right away** to say that you will do something immediately. Read them out loud with a friend.

A: **Are you OK?** ↗

B: Would you be able to fix the phone in my room? It's not working.

A: I'm sorry. **I'll go and fix it now.**

A: **Is everything alright?** ↗

B: There's no tea and coffee in my room.

A: I apologise. **I'll get you some right away.**

A: **Is there a problem?** ↗

B: Yes. My room is too cold.

A: I'm sorry. **I'll see to it straight away.**

A: **Is everything OK?** ↗

B: I've been waiting for 25 minutes and my meal hasn't arrived yet.

A: I'm sorry. **I'll see to it right away.**

Grammar - 'mix up'

Mix up is a phrasal verb. That is, a verb followed by a preposition. It is possible to separate the verb 'mix' from the preposition 'up'. A **mix up** can mean a **mistake** or **confusion**.

Here are some other examples of this phrasal verb:

There was a slight **mix up** at the airport. (mistake)

There seems to have been a **mix up** with the delivery. (mistake)

I sometimes **mix** their phone numbers **up**. (confusion)

The guest always **mixes** the dishes **up** because they are similar. (confusion)

EXERCISES

1. Key vocabulary

Look up the meaning and pronunciation of these words in your dictionary.

alright	another	apologise
everything	inconvenience	mistake
mix up	no worries	problem
slight	sorry	busy

2. Vocabulary

Complete the following sentences using the words from the box above. After you have checked your answers, read each sentence out loud.

- Is _____ alright?
- I apologise for the _____.
- I'm sorry about the _____. The kitchen is very _____ at the moment.

3. Jumbled sentences -

Without looking at the notes on the previous page, rewrite the sentences with the words in the correct order. After you have checked your answers, read each sentence out loud.

- been seems with to have there a up order the mix

- up phone mix I sometimes their numbers

- was airport mix a the slight there at up

- dishes the mixes guest the always up

4. The Chant

Practise saying this chant out loud.

Is there a problem?
A problem
with your pies?

I apologise,
apologise,
I a-pol-o-gise!

Suggested answers: 2. 1) everything 2) inconvenience 3) mistake, busy. 3. 1) There seems to have been a mix up with the order. 2) I sometimes mix their phone numbers up. 3) There was a slight mix up at the airport. 4) The guest always