Problems at a Restaurant: Role-play

A2 · Role-play · WORKSHEET

Name: _____ Date: _____

1. Choose the polite sentence.

Choose the polite sentence.

1. The soup is cold.
   Choices: Excuse me, this soup is cold. Could you change it? / This soup is bad! / Cold soup. Change!

   Answer: _____

2. You did not order this.
   Choices: I’m sorry, but I ordered tea, not coffee. / This is wrong, you are wrong. / No coffee, tea!

   Answer: _____

3. The waiter apologizes.
   Choices: I’m so sorry. I’ll bring a new one right away. / It is not my problem. / Wait.

   Answer: _____

4. The problem is solved.
   Choices: Thank you for your help. / Finally. / OK, bye.

   Answer: _____

2. Complete the dialogue.

Write one word.

1. Excuse me, ___ you help us?

2. This soup is ___. (not hot)

3. I’m so ___. I’ll bring another one.

4. Thank you ___ your help.

3. Plan the role-play.

Write notes for your conversation.

1. Write how the customer explains the problem.

3. Plan the role-play. (continued)

2. Write how the customer asks for a solution.

3. Write how the waiter responds.