



ORDERING AT A RESTAURANT

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1. Restaurant Problems

Read each problem.

What would you say?

1. Your food is cold.

"Excuse me, but _____."

2. You ordered chicken, but you received fish.

"I'm sorry, but I think _____."

3. Your drink has not arrived.

"Excuse me. We ordered _____."

4. Your food is very spicy.

"I'm sorry, but this is _____."

5. The bill is incorrect.

"Excuse me. I think there's _____."

6. You have been waiting for 40 minutes.

"Excuse me. We've been waiting for _____."



2. How Would You Respond?

Work with a partner.

One person is the customer. One person is the waiter/waitress.

Situation 1

Customer: Your soup is cold.

Explain the problem politely and ask for a solution.

Situation 2

Customer: You ordered a vegetarian pasta, but it contains chicken.

Explain the problem.

Situation 3

Customer: Your bill includes a dessert you didn't order.

Ask the waiter/waitress to check the bill.

Situation 4

Customer: You have been waiting a very long time for your food.

Ask what is happening.

Situation 5

Customer: You are not happy with your table because it is very noisy.

Ask if you can move.

3. Keep It Polite

Change the sentences to make them more polite.

Example

"This food is cold."

→ "I'm sorry, but I think the food is a little cold. Could you heat it up, please?"

Now try:

1. "You gave me the wrong food."

2. "This bill is wrong."

3. "I've been waiting too long."

4. "I don't like this table."

5. "This is too spicy."

Text

When something goes wrong, start politely:

- "Excuse me, but..."
- "I'm sorry, but..."
- "I think there might be a problem with..."
- "I'm afraid there's a problem with..."

Then explain the problem and ask for a solution.

Problem → Explanation → Solution

"Excuse me, but my food is cold. Could you heat it up, please?"

Teacher Key

Section 1 – possible answers:

1. “Excuse me, but my food is cold.”
2. “I’m sorry, but I think I ordered chicken.”
3. “We ordered our drinks a while ago.”
4. “I’m sorry, but this is very spicy.”
5. “I think there’s a mistake on the bill.”
6. “We’ve been waiting for 40 minutes.”

Section 3: Answers will vary. Accept polite, natural alternatives.