

ROLE PLAY: ORDERING IN A RESTAURANT

A2-B1 | Teens / Adults | Speaking + Functional Language | 35-45 minutes

1. USEFUL PHRASES

Customer

Could I have ..., please?
What do you recommend?
Is this dish vegetarian?
Does this contain ...?
Could you check with the kitchen?
I'm sorry, but this isn't what I ordered.
Could we have the bill, please?

Server

Are you ready to order?
Would you like anything to drink?
I'm sorry, we've run out of that.
I'll check with the kitchen.
Would you prefer ...?
I'll bring it right away.
How would you like to pay?

2. MODEL CONVERSATIONS

A. CHOOSING LUNCH

Server: Hello. **Are you ready to order**, or would you like another minute?

Customer: I have a question first. **Is this dish vegetarian?** The tomato pasta?

Server: Yes, it is. There's also a vegetable soup today.

Customer: **What do you recommend?** I'd like something light.

Server: The soup is a good choice, with some bread on the side.

Customer: That sounds nice. **Could I have** the soup and bread, **please?**

Server: Certainly. **Would you like anything to drink?**

Customer: Still water, please. How long will the soup take?

Server: About ten minutes. Are you in a hurry?

Customer: A little. My lunch break finishes at one.

Server: That should be fine. I'll let the kitchen know and bring your water now.

Customer: Thank you. If it's likely to take longer, please tell me.

B. A DIFFERENT ORDER

Customer: Excuse me. **I'm sorry, but this isn't what I ordered.** I asked for the mushroom pasta.

Server: I'm sorry about that. I brought you the chicken dish by mistake.

Customer: Could you replace it, please? I don't eat meat.

Server: Of course. I'll take this back and check your order.

Customer: Thank you. Will the pasta take very long?

Server: About eight minutes. **Would you prefer** a small salad while you wait?

Customer: That's kind of you. Is there any extra charge for it?

Server: No, it's on us because of the mistake.

Customer: Then yes, please. And could I keep the bread?

Server: Certainly. I'll bring the salad and make sure the kitchen prepares your pasta next.

Customer: Thanks for sorting it out.

Server: You're welcome. I'll come back with an update shortly.

Notice how the speakers give details, ask follow-up questions and respond to each other.

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3. ROLE-PLAY CARDS

Work in pairs. Read only your own role. Decide what to say; don't write a full script. Find a solution, then swap roles and change one detail.

ROLE PLAY 1: ORDERING LUNCH

Student A - Customer

You want a vegetarian meal and a drink. You have 15 pounds and need to leave in twenty minutes. Ask about suitable dishes, price and waiting time before choosing.

Student B - Server

Soup costs 6 pounds and takes five minutes. Vegetable pasta costs 11 pounds and takes fifteen minutes. Water is free; juice is 3 pounds. Ask about preferences, explain the options and confirm the order.

ROLE PLAY 2: CHECKING INGREDIENTS

Student A - Customer

You have a nut allergy. You're interested in a dessert, but the menu doesn't give full ingredient details. Explain the allergy and ask the server to check with the kitchen. Don't order until you understand the information.

Student B - Server

You don't know whether the dessert contains nuts or could have contact with them. Tell the customer you'll check with the kitchen rather than guess. The chef needs to speak with the customer before any choice is confirmed.

ROLE PLAY 3: CHECKING THE BILL

Student A - Customer

Your bill includes two juices, but you ordered only one. Ask politely for it to be checked. You want to pay by card and need an itemised receipt.

Student B - Server

Check what the customer actually ordered. The extra juice was added by mistake. Correct the bill, confirm the new total and offer an itemised receipt. Ask how they would like to pay.

After each role play: Say what you agreed and which phrase helped. Repeat with one new detail.

Teacher note: Prepare for 2-3 minutes and speak for 3-4 minutes. Encourage follow-up questions, not memorised scripts. Prices, times and service rules in this lesson are fictional.