

ROLE PLAY: ORDERING A DRINK IN A PUB

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

1. USEFUL PHRASES

Customer

Could I have ..., please?
What soft drinks do you have?
Can I have it without ice?
Could I pay by card?
Are you serving food?
What time does the kitchen close?
I ordered ..., not ...

Bartender

What would you like?
Would you like a small or a large one?
Anything else?
That will be ...
I'll check with the kitchen.
I'm sorry, I'll replace it.
Here you are.

2. MODEL CONVERSATIONS

A. ORDERING TWO DRINKS

Customer: Hi. **What soft drinks do you have?** I'm ordering for two of us.

Bartender: We have cola, lemonade, juice and sparkling water.

Customer: **Could I have** a lemonade and an orange juice, **please?**

Bartender: Certainly. **Would you like a small or a large one** for the juice?

Customer: A large one, please. **Can I have it without ice?**

Bartender: Of course. Would you like ice in the lemonade?

Customer: Just a little. My friend doesn't like it too cold.

Bartender: No problem. **Anything else?**

Customer: No, that's all. **Could I pay by card?**

Bartender: Yes. **That will be** six pounds fifty. Tap your card here.

Customer: Done. Could we sit at the table by the window?

Bartender: Yes, that's free. I'll put the drinks on a tray for you.

B. ASKING ABOUT FOOD

Customer: Excuse me. **Are you serving food?** We haven't eaten yet.

Bartender: Yes, but the kitchen closes in twenty minutes.

Customer: Is there something quick? We're meeting friends in half an hour.

Bartender: The soup and sandwiches are usually quick. **I'll check with the kitchen** before you order.

Customer: Thanks. Do you have a vegetarian sandwich?

Bartender: Yes, cheese and tomato. The kitchen says it can be ready in ten minutes.

Customer: I'll have that, please. Does it come with chips?

Bartender: No, it comes with a small salad. Chips can take longer at the moment.

Customer: The salad's fine. Should I pay now or after eating?

Bartender: Now, please. It's seven pounds. Which table are you using?

Customer: The one near the window. I'll order drinks after my friend arrives.

Bartender: That's fine. Take this table number with you, and we'll bring the sandwich over.

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

ROLE PLAY: ORDERING A DRINK IN A PUB

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

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 FOR TWO

Student A - Customer

Order a lemonade and a sparkling water. Your friend wants no ice, and you'd like a small drink. You have 7 pounds. Ask about sizes and price before paying, and find a free table.

Student B - Bartender

Small lemonade is 2 pounds fifty, large is 3 pounds fifty and sparkling water is 2 pounds. Ask which drink should have no ice and confirm the total. Offer a tray and explain that the window table is free.

ROLE PLAY 2: A QUICK MEAL

Student A - Customer

You have twenty-five minutes before meeting someone. Ask whether food is available and choose something vegetarian within a 10-pound budget. Check the waiting time rather than assuming every dish is quick.

Student B - Bartender

The kitchen closes in fifteen minutes. Soup is 6 pounds and takes five minutes. A cheese sandwich is 7 pounds and takes ten; a vegetable pie is 9 pounds and takes twenty. Explain the timing and take a suitable order.

ROLE PLAY 3: A WRONG DRINK

Student A - Customer

You ordered lemonade without ice but received cola with ice. Explain the mistake politely and ask for the correct drink. You haven't taken it to your table yet, and you still have the receipt.

Student B - Bartender

Apologise and check the receipt. The order is listed as lemonade without ice, so replace it without another charge. Confirm what the customer wants before preparing the replacement.

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.