

ROLE PLAY: AT A RESTAURANT

B1-B2 | Teens / Adults | Speaking + Functional Language | 45-55 minutes

1. USEFUL PHRASES

Customer

Could you check the ingredients for me?
I have an allergy to ...
I don't want to assume it's safe.
Would it be possible to ...?
I'm afraid this isn't what I ordered.
How long would the replacement take?
Could you check that charge?
We'd like to pay separately.

Server

I'll speak to the kitchen before you order.
I can't confirm that without checking.
Would you prefer an alternative?
I'm sorry about the mix-up.
Let me check the waiting time.
There's no extra charge for that.
I'll correct the bill.
How would you like to pay?

2. MODEL CONVERSATIONS

A. CHECKING BEFORE ORDERING

Customer: Before I order, **could you check the ingredients for me? I have an allergy to** sesame.

Server: Of course. Which dish were you thinking of having?

Customer: The vegetable noodles. The menu mentions seeds, but doesn't say which ones.

Server: **I can't confirm that without checking.** I'll ask the kitchen about ingredients and preparation.

Customer: Thanks. **I don't want to assume it's safe** just because the sauce looks plain.

Server: Absolutely. Would you like me to ask the chef to come over?

Customer: Yes, please. It would be easier to explain the allergy directly.

Server: I'll arrange that. Is anyone else at the table ready to order?

Customer: My friend is, but could you take our orders together once we've checked?

Server: Certainly. I'll give you a little more time rather than send one meal ahead.

Customer: Thank you. I'll wait until I've spoken to the chef before choosing.

Server: No problem. I'll let them know where you're sitting.

B. A MEAL BEFORE THE SHOW

Customer: Excuse me. **I'm afraid this isn't what I ordered.** I asked for the vegetable curry, not chicken.

Server: **I'm sorry about the mix-up.** I'll take it back and arrange the right dish.

Customer: Thank you. **How long would the replacement take?** Our show starts in half an hour.

Server: **Let me check the waiting time.** ... The curry would take fifteen minutes.

Customer: That's cutting it a bit close. Is there anything vegetarian that's quicker?

Server: The soup would take five minutes. **Would you prefer an alternative?**

Customer: Yes, soup and bread would work. What about the price difference?

Server: The soup is cheaper, so I'll remove the curry and charge for the soup instead.

Customer: Great. Could you bring the bill when the soup arrives?

Server: Certainly. That should give you time to eat without rushing to pay afterwards.

Customer: Thanks. My friend can keep eating; there's no need to take their plate.

Server: Of course. I'll bring your soup as soon as it's ready.

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

ROLE PLAY: AT A RESTAURANT

B1-B2 | Teens / Adults | Speaking + Functional Language | 45-55 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: CHECKING AN ALLERGY

Student A - Customer

You have a sesame allergy and want a dish whose menu description is incomplete. Explain your concern and ask about ingredients and preparation. You'd rather speak to the chef than rely on a guess. Wait for clear information before deciding.

Student B - Server

You don't know the full ingredients or possible cross-contact. Ask which dish interests the customer and arrange a conversation with the chef. Don't promise safety or simply suggest removing a topping. Confirm when the customer is ready to order.

ROLE PLAY 2: A DELAYED MAIN COURSE

Student A - Customer

Your friend's meal arrived twenty minutes ago, but yours hasn't. You need to leave in twenty-five minutes. Ask what happened and compare waiting, changing your order or cancelling it. Don't accept a vague promise without checking the timing.

Student B - Server

The order wasn't sent to the kitchen. Apologise. The original dish takes twenty minutes; soup takes five. In this scenario, an unprepared meal can be cancelled. Explain the choices and any corrected charge. Check whether the customer wants the bill now.

ROLE PLAY 3: A BILL TO CHECK

Student A - Customer

Your bill includes a dessert you didn't order, and a discount shown on the menu hasn't been applied. Ask for both to be checked without accusing the server. You and your friend would like to pay separately.

Student B - Server

The dessert was entered by mistake. The fictional discount applies to meals ordered before six; ask when they ordered. Check the facts, correct eligible charges and explain the revised total. Separate payments are possible, but clarify what each person is paying.

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.