

ROLE PLAY: AT A PUB

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

1. USEFUL PHRASES

Customer

What non-alcoholic options do you have?
We're ordering for a group of ...
Would you mind checking with the kitchen?
Could we order food first?
Is there somewhere quieter to sit?
I think there's been a mix-up.
Could you replace this, please?
Could we settle the bill now?

Bartender

Would you like to order together?
The kitchen stops taking orders at ...
I'll check before you decide.
That table is reserved from ...
You could use the room at the back.
I'm sorry about the mistake.
I'll replace it without another charge.
Let me confirm the order with you.

2. MODEL CONVERSATIONS

A. ORDERING FOR A GROUP

Customer: Hi. **We're ordering for a group of four.**
Two of us want food, and we all want soft drinks.

Bartender: Certainly. **The kitchen stops taking orders at** eight thirty, in ten minutes.

Customer: Then **could we order food first?** One friend doesn't eat meat.

Bartender: Of course. There are vegetable pies and cheese sandwiches. I'll check what's still available.

Customer: Thanks. **Would you mind checking with the kitchen** how long the pies would take too?

Bartender: I will. ... There are two pies left, and they'd take about fifteen minutes.

Customer: That's fine. We'll have those. **Is there somewhere quieter to sit?** It's hard to talk by the speakers.

Bartender: **You could use the room at the back.** The large table is free until nine thirty.

Customer: That gives us plenty of time. Could we have two lemonades and two sparkling waters as well?

Bartender: Certainly. Would you like ice in the lemonades?

Customer: Just one, please. I'll point out which person wants it when you bring the tray.

Bartender: No problem. Let's confirm the food and drinks before I take payment.

B. CORRECTING A DRINK

Customer: Excuse me. **I think there's been a mix-up.**
I ordered sparkling water, but this tastes like lemonade.

Bartender: **I'm sorry about the mistake.** Have you brought the receipt?

Customer: Yes, here it is. I only took a sip before I noticed.

Bartender: Thanks. The receipt shows sparkling water, so **I'll replace it without another charge.**

Customer: I appreciate it. Could I have it without ice, please?

Bartender: Certainly. Would you prefer a bottle or a glass of sparkling water?

Customer: A bottle, please. Then I can take what's left when we leave.

Bartender: Of course. I'll give you a clean glass too.

Customer: Thanks. My friend's lemonade was right, so there's no need to change that one.

Bartender: All right. Are you sitting at the same table?

Customer: We've moved to the small table near the window. It's easier to hear each other there.

Bartender: I'll bring it over. You don't need to wait at the bar.

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: FOOD BEFORE THE KITCHEN CLOSES

Student A - Customer

Your group of four wants drinks and two vegetarian meals. The kitchen closes soon, and you have a booking elsewhere in forty-five minutes. Ask about availability and waiting time. You'd also prefer somewhere quieter to talk.

Student B - Bartender

The kitchen takes orders for another ten minutes. Vegetable pies take twenty minutes; cheese sandwiches take eight. The back room is quieter, but its large table is reserved in thirty minutes. Explain the options and check food, drinks and seating before confirming.

ROLE PLAY 2: A WRONG DRINK

Student A - Customer

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

Student B - Bartender

The receipt confirms lemonade without ice. Apologise and offer a replacement without another charge. Ask where the customer is sitting and whether anyone else's order needs checking. Confirm the corrected drink before preparing it rather than assuming which part was wrong.

ROLE PLAY 3: A TABLE FOR A GROUP

Student A - Customer

You and five friends want to sit together for about an hour. Two friends haven't arrived. Ask about a large empty table, but be ready to consider alternatives. You don't want to keep moving once everyone has ordered.

Student B - Bartender

The large table is reserved in twenty minutes. Two neighbouring small tables in the quieter room are free for the evening. Explain the limit honestly and suggest an arrangement for six. Check whether they prefer to settle in now or wait for the others.

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.