

Transcript_Food Services_8(A-C)_A formal dialogue

N°	PHASES OF THE SERVICE	DIALOGUE
1	ARRIVAL AND RECEIVING CUSTOMERS	CUSTOMER A: Good evening. We don't have a reservation, but do you have a table for two available?
		WAITER: Good evening. Yes, we do have tables available. Would you like to sit by the window overlooking the river?
		CUSTOMER B: By the window would be great.
		WAITER: Certainly, madam. Let me show you to your table. Is this okay for you?
		CUSTOMER B: Thank you very much, it's lovely.
		WAITER: May I take your coats? Thank you.
		WAITER: I'll bring you our à la carte menu and the wine list now. May I bring you something to drink while you are making your choices?
		CUSTOMER B: Some water for both of us, please.
2	THE WAITER BRINGS THE MENUS	WAITER: Here is the water for you and our complimentary homemade bread rolls and butter. Here are your menus and the wine list.
3	THE CUSTOMERS CHOOSE WHAT TO ORDER
4	THE WAITER TAKES THE ORDER	WAITER: Are you ready to order?
		Customer A: Yes, please. For the starter, I'll have the deep fried poached duck egg and for the main course I'd like the grilled salmon.
		Customer B: I'll have the steamed mussels for the starter and then the oven baked cod loin.
		WAITER: Excellent choices if I may say so! Have you chosen what you would like to drink?
		Customer A: We'll treat ourselves to a bottle of the Château Bauduc, thank you.
5	THE CUSTOMERS ARE WAITING
6	THE WAITER BRINGS THE WINE AND POURS A LITTLE OUT FOR THE PERSON WHO ORDERED TO TASTE IT	WAITER: Here you are, madam.
		CUSTOMER A: It's excellent, thank you.

7	THE WAITER BRINGS THE STARTERS	WAITER: Here are your starters. For you, madam, the steamed mussels with white wine and herbs. For you, madam, the deep fried poached duck egg with wilted spinach, mushroom fricassee and red wine shallot puree. Enjoy!
		CUSTOMERS: Thank you!
8	THE CUSTOMERS ARE EATING AND THE WAITER IS WATCHING THE TABLE DISCREETLY	...
9	THE WAITER SERVES THE MAIN COURSES. IT IS IMPORTANT TO REMEMBER WHAT THE CUSTOMERS HAVE ORDERED	...
10	THE CUSTOMERS ARE EATING	...
11	THE WAITER CLEARS THE PLATES AND ASKS THE CUSTOMERS IF THEY WANT ANYTHING ELSE	WAITER: Did you enjoy the food? Would you like the dessert menu? CUSTOMER B: Oh, yes, the food was delicious! I'm full, but I'll take a look at what desserts you have. WAITER: Here you are, madam. I'm very sorry, but the apple, cinnamon and raisin crumble is no longer available.
12	THE CUSTOMERS CHOOSE WHAT TO ORDER	...
13	THE WAITER TAKES THE ORDER	WAITER: What would you like to have?
		Customer A: I would like the autumn fruit pudding with whipped lemon cream.
		Customer B: I'd like the fresh fruit salad, please.
		WAITER: Would you like a dessert wine?
		CUSTOMERS: No, thank you.
		WAITER: Very well. I shall bring you your desserts shortly.
		Customer A: Thank you.
14	THE WAITER SERVES THE DESSERT AND THE CUSTOMERS EAT	...

15	THE WAITER COMES BACK TO THE TABLE, CLEARS THE DISHES AND ASKS THE CUSTOMERS IF THEY WANT COFFEE AND ANY AFTER DINNER DRINKS?	WAITER: Would you like any coffee? We have cappuccino, espresso, macchiato, Irish or regular. We also have a range of teas and a selection of after dinner drinks such as cognacs, ports, sherries, liqueurs ... whiskies?
		Customer A: I'd like an Irish coffee, please.
		Customer B: Um, I'll have a regular coffee, please.
16	FINISHING THE SERVICE: THE BILL	Customer A: Excuse me, um, could you bring us the bill, please?
		WAITER: Yes, madam, I shall bring it to you.
	
		WAITER: Here is the bill, thank you.
17	SAYING GOODBYE	WAITER: Here are your coats. I hope to welcome you to our establishment again. Have a good evening!
		Customer B: Thank you very much – it's been great. We'll definitely be back!