



1. Click printer icon (top right or center bottom).
2. Change "destination"/printer to "Save as PDF."
3. Click "Save."



EA16. Talking at a Restaurant

Student Name: _____ Student ID Number: _____

Instructor: _____ Level: _____ Date: _____

For media links in this activity, visit [the LLC ESL Tutoring website for Upper Level SDLAs](#). Find your SDLA number to see all the resources to finish your SDLA.

Section 1: Introduction

When you go to a restaurant, it's important to know how guests and servers communicate with each other. At most sit-down restaurants, you will be assigned a waiter (male), waitress (female), or server (male or female) who will take your order, serve you your meal, and be responsible for giving you your check. Watch the [Section 1 video](#). Then answer the questions about the video.



1. What question did the server ask to get their drink order?

2. What question did the server ask to see if they were ready to order?

3. What did the server ask to find out if they wanted dessert?

4. What did the server ask to see if they were ready for the check?





Section 2: Planning Your Meal

When you are at the restaurant, a host (male) or hostess (female) will take you to your table. The host/hostess will give you a menu and let you know that your server will be right with you. This means that you have a few minutes to look over the menu before a server comes to take your order. As the guest, you should decide on:

1. **A drink.** Write a drink you'd like to order: _____

2. **A meal (main dish).** Below is a menu from a steakhouse. Choose a steak and one side to order from the menu and then write them on the line: _____

LEGENDARY STEAKS

Our Legendary Steaks are perfectly seasoned and expertly grilled to your liking. Served with your choice of side, salad and unlimited freshly baked Honey Wheat bread.



FLO'S FILET.*
Our guests' favorite, a 9 oz. filet, hand-seasoned and cooked to perfection. 20.99

LONGHORN PORTERHOUSE*
20 oz. USDA Choice bone-in porterhouse. 24.49

KANSAS CITY STRIP*
Classic with hearty flavor. 11 oz. 17.99 14 oz. 20.99

OUTLAW RIBEYE.*
18 oz. bone-in, fire-grilled ribeye. 21.99

FIRE-GRILLED T-BONE*
16 oz. T-Bone - KC Strip and filet in one steak. 20.99

FLO'S FILET. & LONGHORN SALMON*
7 oz. filet and LongHorn salmon with rice. 24.49

FLO'S FILET.* & LOBSTER TAIL
Our signature 7 oz. filet paired with a cold-water lobster tail and melted butter. 26.49

RARE Cool, red center MEDIUM RARE Warm red center, with a hint of pink MEDIUM Warm pink center MEDIUM WELL Some pink in center WELL No pink, cooked all the way through

SIDE DISHES

Substitute a signature side or signature salad for an additional 1.49

SIDES 2.49

Loaded Baked Potato	Seasoned French Fries
Sweet Potato with Cinnamon Sugar & Butter	NEW Fresh Green Beans
Fresh Seasonal Vegetables	Seasoned Rice Pilaf
	Mashed Potatoes

SIGNATURE SIDES 3.99

Fresh Steamed Asparagus	Steakhouse Mac & Cheese
-------------------------	-------------------------

SIGNATURE SALADS 5.49

Bleu Ridge Salad	Strawberry & Pecan Salad
------------------	--------------------------

DESSERTS

CHOCOLATE STAMPEDE™ Great for sharing! Moist peaks of chocolate cake with vanilla bean ice cream. 7.29

MOUNTAIN TOP CHEESECAKE With strawberries & whipped cream. 5.79

GOLDEN NUGGET FRIED CHEESECAKE With vanilla bean ice cream. 5.79

KEY LIME PIE With a sweet graham cracker crust. 4.99

ULTIMATE BROWNIE SUNDAE With hot fudge and vanilla bean ice cream. 5.29

CARAMEL APPLE GOLDRUSH Maker's Mark, bourbon-caramel & ice cream. 6.99

LONGHORN DESSERT SAMPLER Shareable sampler of Chocolate Stampede, Caramel Apple Goldrush and Mountain Top Cheesecake. 7.99

3. **A dessert.** People usually see how full they are after their meal and decide if they want dessert or not. The server will ask you if you want to have dessert after you've finished your meal. If you want dessert, choose one from the menu and write it on the line: _____





Section 3: Listening Practice

This is an example conversation between a server and a guest at a steakhouse. [Listen to the Section 3 conversation](#), and write the missing words you hear on the lines below.

Server: Hi, I'm Sue. I'll be your _____ for tonight. What would you like to _____?

Guest: I'll have _____.

Server: I'll be right back with your _____.

The server goes to get your drink and then comes back to your table to serve it to you.

Server: Here is your drink. Are you _____ to order? Have you decided what you'd like to eat?

Guest: Yes, I'll have _____ and _____.

Server: What kind of salad dressing would you like? How would you like your _____ cooked?

Guest: I'll take _____ and I would like my steak _____.

Server: Great! I'll bring you your _____ out first, and your _____ will be out after that.

A few minutes later, after eating your salad, your server brings you your meal.

Server: Here's your _____. Is there anything else I can get you?

Guest: Yes, I need a _____, and I would like some steak _____.

Server: I'll be right back with that, and I'll get you a _____ also.

A few minutes later, you're done with your meal and the server visits your table.

Server: How was _____? Would you like to order some _____?

Guest: Everything was great. _____ sounds great, too! I'll have the _____.

Server: Good _____! I'll be right back with that.

After you've finished your dessert, you're ready for the check.

Server: How was your _____?

Guest: It was delicious! Thank you. May I have the _____, please?

Server: Sure. I will be right back with your _____.





Section 4: Common Phrases

Here are some situations that happen at a restaurant and some common phrases that can be used in each situation. Review them and ask your tutor if you have any questions about how to use these phrases.

Situation: The guest wants the server to make a recommendation.

Guest

- I'm not sure what to order. What do you recommend?

Server

- I recommend the _____.
- We have some specials. I'd recommend the _____.
- Our specialty is _____.
- We are known for our _____.

Situation: The guest wants to make changes to his/her order.

Guest

- Could I have _____ instead of salad?
- Can I add a salad/soup to my meal?

Server

- No problem, but there might be an extra charge.

Situation: There is a problem with the food.

Guest

- This isn't what I ordered
- This food's cold.
- This doesn't taste right

Server

- I'm sorry about that. Let me get you what you ordered.
- I'm sorry about that. I'll take it back and get them to warm it up for you.
- I'm sorry about that. Can I get you something else?

Situation: There is a problem with the wait time for food.

Guest

- We've been waiting a long time.
- Is our meal on its way?
- Will our food take much longer?

Server





- I'm sorry. Let me check on your meal. It should be out soon.





Section 5: Student Self-Assessment

Complete this table BEFORE meeting with a tutor.

Communication Skill	I can't do this YET. 	I can do this WITH help. 	I can do this WITHOUT help. 	I can TEACH this to a classmate. 
I can plan and order a meal at a restaurant.				
I can communicate with a server at a restaurant.				
I can understand common phrases based on situations that happen at a restaurant.				

Here are some words/phrases I need to practice.

Good Job!

Now make an appointment

with a tutor on the LLC ESL Tutoring Website

(www.mtsac.edu/llc/passportrewards/llctutoring).








Section 5: Practice with a Tutor!

Meet with a tutor, and share this activity with the tutor. Be prepared to talk about your answers in this SDLA. Also, you will answer some review questions about talking at a restaurant with the tutor. You may also ask the tutor any questions that you might have.

Grading Rubric

Possible Points	Need Practice  (0-1 Point)	Good Job  (2-3 Points)	Excellent Work  (4-5 Points)
Content	Not enough information provided in responses and often does not use correct vocabulary.	Provides most important information in responses and some of the time uses correct vocabulary.	Provides all necessary information in responses and most of the time uses correct vocabulary.
Skill: Speaking	More than 6 mistakes saying words; needs guessing more than 3 times.	Not more than 5 mistakes saying words; needs guessing on 1-2 words or sentences.	Not more than 2 mistakes saying words; needs no guess about meaning.
Oral Fluency	Speaks mostly in phrases, individual words; many pauses.	Sometimes speaks in complete sentences; several pauses.	Speaks in complete sentences; a couple pauses okay.

*Students must receive at least 10 points to move on

Possible Points: _____ / 15

Tutor Comments:

Congratulations! Keep going.

You have successfully completed this SDLA and are ready to continue to the next.

Work on this more.

You have not yet mastered this SDLA. It is recommended that you complete it again.

Tutor Signature: _____

Date: _____

