



LF05
LS03



useful phrases – writing a dialogue

greeting the guests on arrival

waiter/waitress	guest
good evening, sir/madam. Welcome to the ... restaurant.	
A table for how many people, sir?	I'd like a table for four, please.
Do you have a reservation, madam?	I've reserved a table in the name of...

taking the guests' orders

waiter/waitress	guest
Would you like a drink/ aperitif before your meal?	I'd like an aperitif, thank you.
Can I get you something from the bar?	What would you suggest/ recommend?
Would you like to see the wine list/menu?	I'll start with the..., please.
Are you ready to order, sir/madam?	And then I'll have the...
Have you decided what to take?	
What would you like to start with?	
And to follow?	
What would you like to have as a starter/main course/dessert?	For the main course I'd like the....
Would you like something from the sweet trolley/ cheese board?	
I'd like to recommend... to you.	
May I explain the menu to you?	

during the meal

waiter/waitress	guest
Yes, sir/madam. What can I do for you?	Excuse me waiter/waitress.
Certainly sir/madam! Right away.	Could you bring us some more sauce/vegetables etc?
Is everything to your satisfaction?	Could we have another bottle of...?
Would sir/madam like more...?	

dealing with complaints

waiter/waitress	guest
I'll see to this problem.	I have a complaint.
I'm very/extremely/terribly sorry.	
I'll immediately get/bring/replace...	