useful phrases – writing a dialogue

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

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| taking the guests’ orders |  |
| **waiter/waitress** | **guest** |
| Would you like a drink/ aperitif before your meal?Can I get you something from the bar?Would you like to see the wine list/menu?Are you ready to order, sir/madam?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?Would you like something from the sweet trolley/ cheese board?I’d like to recommend… to you.May I explain the menu to you? | I’d like an aperitif, thank you.What would you suggest/ recommend?I’ll start with the…, please.And then I’ll have the…For the main course I’d like the…. |

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

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| dealing with complaints |  |
| **waiter/waitress** | **guest** |
| I’ll see to this problem.I’m very/extremely/terribly sorry.I’ll immediately get/bring/replace… | I have a complaint. |