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. |