

Making Inquiries About a Product or Service



Audio 3.9: Listen to a dialogue between a customer and a restaurant manager. Answer the questions below.

1. What product or service does the customer enquire about? What are her general requirements?
2. What are the specific items that the customer would like to have included in her order? How will the manager accommodate those needs?
3. Circle the items from the menu that are not mentioned in the conversation:
 - mini pizzas • drinks • steak • Caesar salad • cream filling
4. What is the final order that the manager wants the customer to confirm?
5. How and when will the order be finalized?
6. How would you describe the manager's style of customer service? Give reasons.



Listen to the recording again. Record the phrases and expressions you hear. Then, with a partner, add your own expressions to the list.

Asking for information:
Clarifying information:
Changing the topic:
Closing the conversation:

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Prepare a dialogue between a customer and a restaurant manager using the role cards below. Role-play your dialogue for the class.

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Student A

You are a customer. Think of a social function you would like to have in a restaurant. Decide on the number of guests, style of meal, menu items you want and your budget. Enquire about details of a possible event.

Student B

You are a restaurant manager. Search the Internet for the menu of a local restaurant and use it to provide answers to the customer's questions. Make concessions and accommodate some of the customer's needs.