

# **Customer service 2**

# Taking Orders and Serving Meals

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#### Sentence Patterns

1. Would you like ...?

Would you like some tea?

oranges?
potatoes?

coffee?





| Vac  | I would like   | a cup of | coffee.<br>tea.    |
|------|----------------|----------|--------------------|
| Yes, | please give me | some     | Potatoes. oranges. |

No, thank you.



#### 4 2. How would you like ...?

| How would | you<br>she | like | your/her egg?<br>your/her steak? |
|-----------|------------|------|----------------------------------|
|-----------|------------|------|----------------------------------|

I scrambled. well done.



#### ◆ 3. Can you recommend … ?

Can you recommend something for me? give me a suggestion?

Yes, I'd recommend our Caesar Salad. our New Orleans Spaghetti.



#### **4**. How about ... ?

How about taking a rest?
something to drink?

| Voc       |              | a cup of   | coffee.<br>tea.     |
|-----------|--------------|------------|---------------------|
| Yes, I wo | I would like | a glass of | red wine.<br>water. |





No, thank you.

That's a great idea. wonderful



# Conversation

Peter and Mary were having lunch at a restaurant. They sat at a table by the window.

Waitress: Good afternoon.

Peter: Good afternoon.

Waitress: Excuse me. Please let me

get you some water first.

Mary: Thank you.



Waitress: Here's our menu. Please take your time.

When you are ready to order, please let

me know.

Peter: Okay, thank you.





After a few minutes ...

Waitress: Are you ready to place your order?

Peter: Yes, I'd like a seafood soup and a steak.

Waitress: How would you like your steak, sir?

Peter: I'd like it medium, please.

Waitress: Yes. And how about having something

to drink?



Peter: What do you have?

Waitress: What kind of drink do you prefer?

Alcoholic or non-alcoholic?

Peter: I prefer non-alcoholic drinks.

Waitress: I see. We have fresh juices,

sodas, coffee and tea.

Which would you like?

Peter: Juice is fine.



Waitress: How about our special mixed juice? It's made from bananas, apples, and pineapples.

Peter: That sounds good. I'll have one please.

Waitress: Yes, sir, and would you like some dessert?

Peter: What would you recommend?

Waitress: You can try our chocolate pudding. It's the recommended specialty of our restaurant.



Peter: Please get me some of that.

Waitress: Yes, sir, and what would you like to order, ma'am?

Mary: Well, actually, I am not very hungry, so I don't want to eat too much. Can you recommend something light for me?

Waitress: Certainly, ma'am. Would you like to try our special clam sauce spaghetti? It's quite popular.



Mary: What's in it?

Waitress: There are mushrooms, clam, and our

special sauce.

Mary: Mm ... Sounds good. I think I'll try it.

Waitress: And do you want anything to drink or

some dessert?

Mary: I'd like a Pepsi and a piece of cheesecake, please.



Waitress: Anything else?

Peter: No, that'll be all.

Waitress: Please let me repeat your orders. You ordered one seafood soup, one medium steak, one special mixed juice, one chocolate pudding, one special clam sauce spaghetti, one Pepsi, and one cheesecake. Is that correct?



Peter: Yes. Thank you.

Waitress: Thank you very much. Please wait for a

moment.

Waitress: Here is your Pepsi, ma'am, and your

special mixed juice, sir. Your meal will

be served in a minute.

Peter: Thank you.

Mary: Thank you.



♠ After the waitress serving the main course...

Waitress: Should I serve you your dessert after

you have finished the meal?

Mary: Yes, please.

Waitress: Please enjoy your meal.



# Questions and Answers

1. Where did Peter and Mary sit in the restaurant?

They sat at a table by the window in the restaurant.

2. What did Peter order?

He ordered one seafood soup, one steak, one special mixed juice and one chocolate pudding.



- 4 3. How would Peter like his steak?
  He'd like it cooked medium.
  - 4. Did Peter order anything to drink or a dessert?

    Yes, he ordered a special mixed juice and a chocolate pudding.



- What type of drink does Peter prefer?He prefers non-alcoholic drinks.
  - 6. Why didn't Mary want to eat too much?

    She didn't want to eat too much because she was not very hungry.
  - 7. What did the waitress recommend that Mary order?
    - She recommended that Mary order the special clam sauce spaghetti.



- What is in the special clam sauce spaghetti?
   It's made of mushrooms, clam, and the restaurant's special sauce.
  - 9. What else did Mary order?

    She ordered a Pepsi and a (piece of) cheesecake.



4 10. How many kinds of food did Peter and Mary order?

They ordered seven kinds of food in all.





#### New Words and Phrases

¶ 1. take your time (v.) to use as much time as is necessary; to not hurry 慢慢來;不慌不忙從容進行

It's still early. Take your time.

I always take my time eating.

to take one's time + **V-ing** 

例:You can take your time shopping.你可以慢慢逛。



② 2. medium (adj.) to be of middle size, amount, quality, or value 五分熟; 中號
My father likes to eat his steak medium.
Please give me a medium-sized T-shirt.

rare 三分熟 medium 五分熟 well-done 全熟



3. prefer (v.) to choose one thing or action over another; to like better 更喜歡; 寧願
Which do you prefer, fish or meat? I prefer fish.
I prefer dogs to cats.

prefer A to B 喜歡A甚於B

例:He prefers coffee to tea. 他喜歡咖啡甚於茶。



- 4. **non-alcoholic** (a.) without alcohol 不含酒精的 She likes non-alcoholic drinks.
  Children should drink only non-alcoholic drinks.
  - **5. recommend** (v.) to make a favorable judgment of; to praise 推薦;介紹
    They recommended him for the job.
    Can you recommend a good book to me?



6. spaghetti (n.) Italian pasta made in long thin rods, cooked in boiling water until soft and usually served with a sauce 義大利麵條 Spaghetti is my favorite food. What kind of sauce do you like with your spaghetti?



4. 7. mushroom (n.) a kind of plant that can be eaten and that grows very quickly. It is usually shaped like an umbrella 磨菇

Cathy hates to eat mushrooms.

That house looks like a mushroom.

A look(s) like B A看起來像B

That cat looks like a dog. 這隻貓看起來像隻狗。



《 8. sauce (n.) a thick, cooked liquid put on or eaten with food 調料汁;醬料 Fried rice with tomato sauce is my favorite

Please don't put too much sauce on my noodles.

dish.

4 9. **cheesecake** (n.) a type of cake made with cream cheese, eggs, sugar, etc., on a base of pastry or crushed biscuits 乳酪蛋糕
The most famous cake in Joyce's Bakery is cheesecake.

Do you like to eat cheesecake?

10.**repeat** (v.) to say or do again 重覆;重說;重 做

Let me repeat your order.

Please repeat after me, students.



# Grammar

1. When you are ready to order, please call me. (省略 主詞2)當您準備好要點菜時,請叫我。

When + 主詞1 + 動詞1..., 主詞2 + 動詞2... 當 ... 的時候

She cried when she heard that song.

當她聽到那首歌時,她就哭了起來。

When it rains, I stay at home. (當)下雨的時候

我就留在家裡。



2. Here is your seafood soup, medium steak and special mixed juice, sir. 先生, 這是您的海鮮湯, 五分熟牛排及特調果汁。

Here + 單數動詞 + 單數主詞 這是...;這裡有...

Here + 複數動詞 + 複數主詞

Here is your ticket. 這是你的票。 Here are some books. 這裡有些書。



3. It's made from bananas, apples, and pineapples. 它是由香蕉,蘋果及鳳梨所製成的。

A is made from B. A由B製作而成 (成品不保有材料原來的性質形狀)

C is made of D. C由D製作而成 (成品仍保有材料原來的性質形狀)

Wine is made from grapes. 酒是由葡萄製作的。
The card is made of paper. 這卡片是由紙製成的。



4. That sounds good. 那聽起來不錯。

 主詞 + sound(s)
 + 形容詞
 主詞聽起來...

 主詞 + look(s)
 + 形容詞
 主詞看起來...

 主詞 + taste(s)
 + 形容詞
 主詞嚐起來...

That sounds bad. 那聽起來很糟。

The little girl looks very cute. 這小女孩看起來很可愛。

The juice tastes delicious. 這果汁嚐起來很美





# Test Yourself

#### A 回答下列的問題

- 1. It is cold.

  He is wearing a heavy jacket. (用When 連接兩句)
  When it is cold, he wears a heavy jacket.
- 2. The teacher entered the classroom.

  The students became quiet. (用when 連接兩句)
  The students became quiet when the teacher
  Entered the classroom.



3. Here is his basketball.

4. Here \_\_\_\_\_ our bicycles.

5. Here is some fruit.

6. The house is made of wood.

7. Paper is made <u>from</u> wood.



- 8. The bag is made of leather.
- 他們看起來很友善。(friendly) They look very friendly.
- 10.這首歌聽起來很棒。(wonderful)
  This song sounds wonderful.
- 11. 這茶嚐起來怪怪的。(strange)

  This tea tastes strange.







