

**Get in on the Act II: What Can I Get for You?**

**Everyday Phrases**

**1. Making a request**

I was wondering if I could trouble you for an autograph?  
Do you mind if I ask you a question?  
Could I have a little butter / a glass of water?  
You could bring me an espresso.  
I'd like a large coffee to go, please.  
I'll have a Cranberry Orange muffin.

**2. Making offers**

Would you like that with cream or sugar?  
Would you like me to call you a taxi?  
What can I get for you / bring you?  
Can I warm that up for you?

**Responses to requests and offers**

**Positive**

Sure thing!  
No problem / trouble at all.  
Of course!  
That'd be great!  
Sounds good.  
Coming right up / right away!  
Go ahead!  
Here you go!  
Yes, please.  
If you don't mind.

**Negative**

No, thanks.  
I'm fine, thanks.

**3. Expressing thanks**

I appreciate that.  
Thanks a lot / so much!  
Thank you / thanks!

No problem / not at all.  
You're welcome.

**4. Giving a tip**

Keep the change.

**Part 1: Pre-Listening Activities**

*Exercise A: With a partner, write the correct responses to the following.*

1. Could I have a glass of water? \_\_\_\_\_
2. Would you like anything else? \_\_\_\_\_
3. Thank you. \_\_\_\_\_
4. What can I bring you? \_\_\_\_\_
5. I'll have a chicken sandwich. \_\_\_\_\_
6. Here's your muffin. \_\_\_\_\_
7. Would you like me to open the door? \_\_\_\_\_
8. I really appreciate that. \_\_\_\_\_
9. Could I trouble you for some cream? \_\_\_\_\_
10. I was wondering if I could have \_\_\_\_\_  
an extra plate?

## Vocabulary

*Exercise: Match the words in the vocabulary list with their definition.*

- |                        |                                       |
|------------------------|---------------------------------------|
| ___ 1. latte           | a. heat sth. in an oven or microwave  |
| ___ 2. muffin          | b. an admirer                         |
| ___ 3. scone           | c. a famous person's signature        |
| ___ 4. warm sth. up    | d. identify s.o. you have seen before |
| ___ 5. famous          | e. a small round and spongy cake      |
| ___ 6. recognize       | f. coffee with warm milk              |
| ___ 7. autograph       | g. remove sth.                        |
| ___ 8. thrilled        | h. very well-known                    |
| ___ 9. a big fan       | i. a small biscuit-like cake          |
| ___ 10. take sth. away | j. very excited                       |

## Part 2: Listening Activities

*Exercise A: Mark with statements are true (T) and false (F).*

- \_\_\_ 1. Diana orders a cup of coffee with cream and sugar.
- \_\_\_ 2. The muffins and scones are fresh.
- \_\_\_ 3. Diana orders a Pumpkin Pecan muffin.
- \_\_\_ 4. Diana asks for some butter with her muffin.
- \_\_\_ 5. The waitress forgets to bring Diana a glass of water.

- \_\_\_\_\_ 6. Diana gives the waitress a tip.
- \_\_\_\_\_ 7. The waitress doesn't recognize Diana.
- \_\_\_\_\_ 8. The waitress asks Diana for her address.
- \_\_\_\_\_ 9. The waitress's name is Janet.
- \_\_\_\_\_ 10. Diana's car is taken away.

*Exercise B: Watch the video a second time and fill in the blanks in the conversation.*

Waitress: Hi, what can I get for you today?

Diana: 1. \_\_\_\_\_

Waitress: Great, okay. And would you like me to warm that up for you?

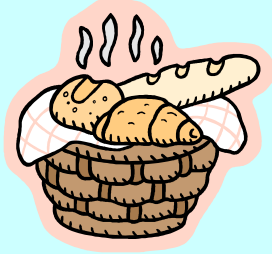
Diana: 2. \_\_\_\_\_

Waitress: Okay, and can I get you some butter for your muffin?

Diana: 3. \_\_\_\_\_

Waitress: It was just a feeling and actually I was wondering if I could trouble you for an autograph.

Diana: 4. \_\_\_\_\_



## **Barb's Kitchen**

### Hot Beverages

	small	medium	large
Brewed coffee	1.95	2.45	2.95
Latte	2.50	2.95	3.50
Cappuccino	4.50		
Tea	2.45		
Herbal Tea	2.45		

### Cold Drinks and Juices

Apple, orange	2.50	3.00	3.50
Grapefruit			
Tropical	3.50	4.00	5.50
Smoothies	4.50	5.50	6.50

### Snacks and Baking

Muffin	2.75
Scone	3.50
Cinnamon bun	3.00
Banana bread	2.95
7-grain roll	2.95
Grilled Panini	5.00

### Soups

	cup	bowl
Soup of the day	3.50	5.50
Clam chowder	4.00	6.50
French onion	3.75	5.00

### Salads

House	3.50	6.00
Caesar	4.50	7.50
Greek	4.75	7.75
Chef	5.50	8.50

### Part 3: Post-Listening

*Read the script and act it out with a partner.*

Waitress: Hi, what can I get for you today?

Diana: Hi, I'd like a large latte, please.

Waitress: Okay, a large latte. And would you like anything to go with your latte today?

: We've got some fresh-baked muffins and scones.

Diana: Oh, sounds good. What kind do you have?

Waitress: Well, we've got Cranberry Orange muffins, Banana Bran and Pumpkin Pecan.

Diana: Hmm, I think I'll have a Cranberry Orange, please.

Waitress: Great, okay. And would you like me to warm that up for you?

Diana: Yes, that would be great.

Waitress: Okay. And can I get you some butter for your muffin?

Diana: Uh, no thanks. No butter, but you could bring me a glass of water.

Waitress: Okay. A glass of water coming right up.

Diana: Thanks!

(a few minutes later)

Waitress: Okay, so here you go. One latte.

Diana: Good!

Waitress: And a Cranberry Orange muffin.

Diana: Lovely.

Waitress: You're welcome.

Diana: Uh, waitress, I also asked for a glass of water.

Waitress: I'm sorry about that. I'll get that for you right away.

(Waitress brings water.)

Waitress: Here's your water. And how's the muffin?

Diana: Oh, Just great, thanks.

Waitress: Is there anything else I can get for you today?

Diana: Just the bill please.

Waitress: Sure.

(Waitress returns with the bill.)

Waitress: Okay, there's your bill.

Diana: Okay, thank you. (looks at bill and hands waitress money) Here you go.

Waitress: Thank you.

Diana: Keep the change.

Waitress: And do you mind if I ask you a question?

Diana: (looks at watch) Go ahead.

Waitress: Well, are you Diana Funtana, the famous actress?

Diana: Yes, I am, but how did you recognize me with my sunglasses?

Waitress: Well, it was just a feeling. Actually I was wondering if I could trouble you for an autograph.

Diana: Oh, that would be no trouble at all.

Waitress: Thank you so much!

Diana: And what's your name?

Waitress: Actually, it's for Janet, my mother. She's a big fan of yours. She's seen all of your movies.

Diana: Oh really? (signs and hands autograph to waitress) Well, there you are.

Waitress: Thank you! She'll be thrilled.

Diana: That's good. (looks up) Hey, that's my car.

Waitress: Oh-oh!

Diana: They're taking my car away!

Waitress: Oh dear, can I do anything to help you. Like, can I call you a taxi?

Diana: No, but you could bring me an espresso. And make that an extra strong double espresso.

Waitress: Okay.

Diana: For my nerves!

**Role Play: At a Café**

*In pairs act out a scene in a café, using the phrases on page 1 and the menu on page 5.*

**Guest' s Notes**

**Waiter's/ waitress's Notes**



## Answer Key

### Part 1: Pre-Listening Activities

Exercise A: Suggested answers

1. Sure, no problem.
1. Yes, I'd like a salad.
2. You're welcome.
3. I'll have a cup of coffee.
4. Coming right up.
5. Thanks a lot.
6. If you don't mind.
7. My pleasure.
8. No trouble at all.
9. Of course.

### Vocabulary

1. f 2. e 3. i 4. a 5. h 6. d 7. c 8. j 9. b 10. g

### Part 2: Listening Activities

Exercise A:

1. F 2. T 3. F 4. F 5. T 6. T 7. F 8. F 9. F 10. T

Exercise B:

1. Hi, I'd like a large latte, please.
2. Yes, that would be great.
3. No thanks. No butter, but you could bring me a glass of water.
4. Oh, that would be no trouble at all.