



LESSON ONE

ORDERING

PREVIEW AND PREPARATION

Look up the meaning of any unfamiliar words or phrases in the preview table.

order
for here or to go
with cream and sugar
accept
approve
charge (credit/debit) card
(first day) on the job
come with
machine is/isn't on
Toys come with the Happy Meals.
What will you have to drink?
Can you add one coffee?
Make it a small.
We don't serve ice cream until noon.
Let me double check.
Give me a second.
You have a lot to learn.
Are they for here or to go?
Put them on my charge card.
Will that be all?
That will be it (for now).
Are we good to go?
Have a nice day.
Let me see.
My apologies.
Never mind.
Not a problem.
You are right again.

LISTENING PRACTICE

Listen to the audio program and try to answer these questions.

What is Michael's job?

- a. A cashier. b. A cook.

How does the woman pay for the meals?

- She pays with her a. credit card. b. debit card.

Is Michael doing a good job?

- a. Yes. b. No.

How many kids does the woman probably have?

- a. One. b. Two.



HAPPY MEALS

*Dialogue between Michael (M)
and a customer (C).*

- C: Two hamburger Happy Meals, please. 1
- M: With fries?
- C: I think fries come with them.
- M: Let me see... Oh, sure, ma'am. And, what will you
have to drink? 5
- C: Apple juice.
- M: Is this for here or to go?
- C: To go. And please don't forget the toys.
- M: Excuse me?
- C: Toys, they come with the Happy Meals. 10
- M: Oh, yes! You're right! They do come with them.
I am sorry, ma'am.
- C: Not a problem. Can you add one coffee with cream and
sugar? Make it a small. And two large twist cones, please.
- M: I'm sorry, ma'am. The ice cream machine isn't on. 15
We don't serve ice cream until noon.
- C: Are you sure? This has never happened before. My kids
always get their ice cream.
- M: Let me double check. Please give me one second. Oh, I'm
so sorry. You're right again. So that's two Happy Meals 20
with apple juice, two large twist cones, one small coffee
with cream and sugar. Will that be all, ma'am?
- C: Yes, that'll be it for now. Please put them on my
charge card.
- M: Is it a credit or a debit, ma'am? 25
- C: Debit, as usual. You don't accept credit cards.
- M: We don't?
- C: No, you don't. You have a lot to learn, young man.
- M: It's my first day on the job, ma'am. My apologies.
- C: Never mind. Are we good to go? 30
- M: Yes, your debit has been approved. Here is your card,
ma'am. Have a nice day.

STUDY GUIDE

1. *Two hamburger Happy Meals, please.*
This is a short form of saying “I would like to order two hamburger Happy Meals, please.” Happy Meal in capitals indicates it is a special meal prepared by the restaurant.
2. *What will you have to drink?*
There are many ways of saying this (from formal to casual): What would you like to drink? What will you have to drink? What do you want to drink? How about a drink? Anything (or something) to drink?
3. *Is this (order) for here or to go?*
There are many ways of saying this (from formal to casual): Are they (these items) for here or to go? Is this order for here or to go? Is this for here or to go? To eat in or (to) take out? For here or to go?
4. *Make it a small.*
This is a short form of saying “Make the coffee a small size coffee.”
5. *The kids always get their ice cream.*
The use of the present tense shows it is something that happens to them all the time. However, if it only happened once or twice before, the customer should use past tense “The kids got their ice cream yesterday” or present perfect tense “They have gotten it a couple of times before.”
6. *Will that be all?*
There are many ways of saying this (from formal to casual): Is that everything you would like to order? Is there anything else you need? Will that be all? Anything else? Is that it?
7. *That’ll be it for now.*
There are many ways of saying this (from formal to casual): My order is complete. That is all I want to order now. That’s good for now. That will do the job. That’s it.
8. *Are we good to go?*
There are many ways of saying this (from formal to casual): May we go now? Can we go now? Are we good to go? Are we finished? Are we done? Is that it?
9. *Have a nice day.*
There are many greetings used when people are separating. However, some people feel they are overused in the business world (from formal to casual): Have a nice day. Have a great weekend. Good day. Good-bye. Have a good one. Have fun. Enjoy.

COMPREHENSION PRACTICE

Referring back to the dialogue,
answer the question.

1. *C: I think fries come with them.*
What is the word “them” referring to?
 - a. The kids.
 - b. The meals.

2. *M: We don't serve ice cream until noon.*
What time of day is it?
 - a. Morning.
 - b. Afternoon.

3. *C: This has never happened before. My kids always get their ice cream.*
How often does the customer buy ice cream for her kids from this store?
 - a. Very often.
 - b. Not often.

4. *M: So that's two Happy Meals with apple juice, two large twist cones, one small coffee with cream and sugar.*
Why does Michael leave the fries and toys out when he repeats the order?
 - a. Because they are free of charge.
 - b. Because he forgets to charge them.

5. *C: You don't accept credit cards.*
What is the customer saying here?
 - a. She asks Michael not to accept her credit card.
 - b. She is telling Michael his company policy.

6. *M: Yes, your debit has been approved.*
What is Michael going to do next?
 - a. He should return the card to the customer.
 - b. He should swipe the card on the machine.

7. *M: My apologies.*
Why does Michael use plural with the word “apology?”
 - a. To show he is very, very sorry.
 - b. It's the common usage.

IN OTHER WORDS

1. *Is this for here or to go?*
 - a. Are they staying here or going out?
 - b. Do you want to eat in or take out?
 - c. Are you ordering here or somewhere else?
2. *Toys come with the Happy Meals.*
 - a. Happy Meals come with free toys.
 - b. Toys come with free meals.
 - c. Toys are free for the kids.
3. *The ice cream machine isn't on.*
 - a. The ice cream machine is out of order.
 - b. The ice cream machine is not in service.
 - c. The ice cream machine doesn't work.
4. *Please put them on my charge card.*
 - a. I'd like to pay for my card.
 - b. Please set the meal on my card.
 - c. I'd like to pay with my card.
5. *We don't serve ice cream until noon.*
 - a. We only serve ice cream in the afternoon.
 - b. We don't serve ice cream in the afternoon.
 - c. We only serve ice cream until noon.
6. *You have a lot to learn.*
 - a. You need to pay more attention.
 - b. You made too many mistakes.
 - c. You need to work harder.
7. *It's my first day on the job.*
 - a. I am very new to this job.
 - b. This is my first job.
 - c. I only work today.
8. *Never mind.*
 - a. It's all right.
 - b. You are welcome.
 - c. Don't forget it.

Referring back to the dialogue,
choose the expression that has the
closest meaning.

IN ANOTHER CONTEXT

Practice the following sentence patterns by reading them aloud to the class.
Try to make one new sentence for each pattern using your own words.

Let me	see. check. check for you. double check.	Please give me	one second. a second. two minutes. a moment.
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The toys	always	come(s) with	Happy Meals.
Sugar and cream	usually		coffee.
Ice cream	sometimes		set meals.
French fries	never		salad.

We don't	serve sell buy make	ice cream tea coffee juice	until after before	noon. 3 pm. Sunday. summer.
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Can you add one coffee	with cream and sugar? with cream but no sugar? with sugar but no cream? with no cream or sugar?	Make it	a small. a large. to go. for here.
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My kids	always	get their ice cream.
We	never	go to school on time.
Judy		stays late at night.
He		gets up early.

CONVERSATION PRACTICE

Role-play the following dialogue with a partner.

If you can't remember every word, use your own words to say the same thing.

- a. A large order of fries and an apple juice, please.
- b. For here or to go?
- c. For here. Please make the apple juice a large.
- d. Sorry, we don't serve juice in cups.
- e. OK, make it two bottles then.
- f. Will that be all, ma'am?
- g. Yes, here is my charge card.
- h. I'm sorry, ma'am, but we are cash only.

Now work with a classmate and make up a dialogue according to the new situation described below. Try to include at least eight of the new expressions in the table:

make it	Will that be all?
come with	For here or to go?
until	Not a problem.
put ~ on ~	My apologies.
is approved	Never mind.
accept	Are we good to go?

Situation: A is a vegetarian. A is ordering lunch from B (for example: veggie hamburger, low fat salad, tofu soup, fresh juice, decaf green tea or sugar-free cookie).

- A: _____
- B: _____
- A: _____
- B: _____