

# UNIT 11: AT THE COFFEE SHOP



**ELENE**

## **SITUATED ENGLISH** **STUDY & LEARN**

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# SECTION A

# KEY VOCABULARY



Ice-cream



Bar



Cup/ Paper cup



Breakfast



Coffee Shop



Customer



Soft drinks



Cupcake



Cake



Coffee



Smoothies



Waiter-Waitress



Counter - Till



Muffin



Sandwich



Barista



Menu



Doughnut

# SECTION B

## What you might hear and see



- Hello. How are you today?
- Welcome. How can I help you?
- What would you like to order?
- Would you like anything to eat?
- What are you having?
- What can I get you?
- Which kind of coffee would you like?
- Would you like any sugar or milk with that?
- Enjoy your time here!



- Are you being served?
- Can I take your order, please?
- Do you want anything else with that?
- I'll come back in a few minutes.
- It will take about 20 minutes.
- Here is your coffee.
- Sorry, we are out of orange juice.
- Just give me a few minutes, please.



# SECTION C

## What you might need to SAY or ASK in this place

<i>Greetings</i>	Hello Good morning Good afternoon Hey!How's it going today? Hi there! How are you?
<i>Thanking</i>	Thank you Thanks a lot Thank you so much Thank you for your service
<i>Customers ordering drinks and food</i>	I would like to drink a cafe latte, please. I'd like a glass of orange juice, please. I think I'll get a mocha latte, please. Could I have a sandwich please? I would like to change it to an orange juice.
<i>Customers asking for something</i>	Can I have a menu please? Do you serve food? Do you have any non-dairy milk?How long will it take? Do you have internet access here? What is the password for the internet? Can I get the bill, please?
<i>Leave-taking expressions</i>	Good bye Have a good day

# SECTION D

## Basic Dialogues at the Coffee Shop

### Basic Dialogues at the Coffee Shop



**Customer:** May I have a cup of coffee, please?

**Barista:** Is it for here or to go?

**Customer:** For here, please.

**Barista:** What size would you like? Small or large?

**Customer:** Small, please.

**Barista:** Would you like space for milk or cream?

**Customer:** Yes, I'll have some milk.

**Barista:** Would you like to have anything else?

**Customer:** Yes, please. Can I also get a croissant?

**Barista:** Yes, sure.

**Customer:** How long will it take?

**Barista:** It will be ready in 5 minutes.

**Customer:** Okay, perfect. Thank you.

**Barista:** Here it is. Enjoy your time here.

**Barista:** Hello, how are you today?

**Customer:** Hello, thanks. Can I get a small cappuccino, please?

**Barista:** Yes, are you drinking your coffee in the cafe or taking it to go?

**Customer:** To go, please.

**Barista:** Is that everything for today?

**Customer:** Yes, that's all.

**Barista:** Okay, your total is 1.90, please. How are you paying?

**Customer:** I will pay in cash. Here you go.

**Barista:** Thank you, here it is. Enjoy it.

**Customer:** Can I get a latte with extra cream milk, please?

**Barista:** Okay, what size would you like? Small, medium or large?

**Customer:** Sorry. It's my first time here. Can you show me the medium, please?

**Barista:** Yes, sure. Here it is.

**Customer:** Okay, I'll get the medium size.

**Barista:** Would you like to have anything else?

**Customer:** No, thanks. I will pay with a credit card.

**Barista:** That's 2.50, please. Here is your latte.

**Customer:** Thanks. Goodbye.

**Waiter:** Hello, are you ready to order?

**Customer:** Hello, do you have any sandwiches?

**Waiter:** Yes, we do. What would you like to have?

**Customer:** I would like to have a chicken sandwich and orange juice, please.

**Waiter:** Okay, I'll be right back with your order.

**Customer:** Thanks.

**Barista:** Is everything alright?

**Customer:** Thank you so much. I enjoyed it.

**Waiter:** My pleasure. Please come back again.

# SECTION D

## Basic Dialogues at the Coffee Shop



**Waitress:** What can I get for you today?

**Customer:** Can I have one small coffee please?

**Waitress:** How do you take your coffee?

**Customer:** Can I get my coffee with almond milk, please?

**Waitress:** Yes, sure. Here it is. Enjoy your time here.

**Customer:** Sorry, this isn't what I ordered.

**Waitress:** Really? Let me check it for you.

**Customer:** Okay. But I think I ordered a small coffee with almond milk.

**Waitress:** I am so sorry about that. Let me change it for you.

# FINAL STEP

## Exercises

Write down the words used for the pictures below.



Fill in the Dialogue below.

**Barista:** Hello, ....., please?

**Customer:** Yes, please. ....

**Barista:** Ok, one vanilla cappuccino.

.....?

**Customer:** For here, please.

Put a tick next to the statements you hear or say at the coffee shop.

- Are the tours in groups?
- Do you have any non-dairy milk?
- I want to get there in the afternoon.
- Please take your seat and fasten your seat belt.
- What's the password for the internet here?
- A large, iced latte with low-fat milk.
- Here is your bill.

# FINAL STEP

# Exercises

*Dialogue at the coffee shop: Elene and Erasmus are at the coffee shop.*



**Read the dialogue below and fill in the blanks with the most appropriate option.**

- a) Can I change it to an orange juice,
- b) Can we have a menu, please?
- c) Would you like anything else?
- d) Would you like ice with that?
- e) Please keep the change.
- f) Just give us a few minutes,
- g) How do you like it sir?
- h) Can we get the bill, please?
- i) Are you ready to order?

**Waitress:** Good afternoon. What can I get for you today?

**Elene:** Hello, .....

**Waitress:** Of course, here you are.

**Elene:** Okay, thanks.

**Waitress:** .....

Erasmus: We haven't decided yet. Please,

.....

**Waitress:** Sure, take your time. Call me when you are ready. (Five minutes later, Elene calls the waiter)

**Elene:** Excuse me. We are ready to order.

**Waitress:** Okay, ma'am. What would you like to have?

**Elene:** I'd like a glass of lemon juice, please.

**Waitress:** .....

**Elene:** No ice, thank you. And can I also get a cinnamon roll, please?

**Waitress:** I'm sorry, we are out of that. But I can recommend something else.

Do you like chocolate muffins?

**Elene:** Yes, I love them. Okay, one chocolate muffin for me please.

Oh sorry, I would like to change my drink.

..... please?

**Waitress:** Yes, of course madam. What can I get for you, sir?

**Erasmus:** I think I'll get a cup of coffee, please.

**Waitress:** Okay, .....



# FINAL STEP

## Exercises

*Dialogue at the coffee shop: Elene and Erasmus are at the coffee shop.*

**Erasmus:** Well, I would like it with some almond milk.

**Waitress:** Okay, sir. ....

**Erasmus:** That's all for now.( Elene calls the waiter )

**Elene:** Excuse me, do you have internet access here?

**Waitress:** Yes, we do. The Wi-Fi password is 12345678.

**Elene:** That's really helpful. Thank you very much.

**Waitress:** You're welcome. Enjoy your time here.

( Elene asks for the bill )

**Elene:** Excuse me, ..... That will be in cash.

**Waitress:** Of course ma'am, the total is 15 euros.

**Elene:** Here it is, ..... Thanks for everything.

**Waitress:** You are welcome. Thank you so much.

# VIDEOS

## External Video Links

- <https://www.youtube.com/watch?v=2VeQTuSSil0&t=9s>
- <https://www.youtube.com/watch?v=Xrh4y45qmOA&t=173s>

