



مکالمه با

اصطلاحات روزمره

COMPLAINING

AT A RESTAURANT

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اصطلاحات روزمره آمریکایی

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COMPLAINING AT A RESTAURANT

At Carmen's Bistro, all is not going well. John complains to Kevin, the waiter, about his overdone steak.

Tanya complains that her fish is too rare and that the music is too loud.

Kevin: How are we doing?

John: Not very well. I ordered my steak medium rare, and it's burnt to a crisp!

Kevin: I'm sorry about that. I can ask our chef to prepare another one.

John: Okay, please do that.

Kevin: You bet. And how's your fish, ma'am?

Tanya: It's very rare.

Kevin: Would you like me to have the chef put it back in the oven?

Tanya: No , I've lost my appetite for fish.

Kevin: I'd be happy to bring you something else.

Tanya: Okay, let me try the stuffed chicken breast.

(Ten minutes after the waiter has brought the new meals.)

Kevin: How are we doing over here?

Tanya: I was wondering if you could turn down the music. Loud music in restaurants is a pet peeve of mine.

Kevin: Sure, I'll take care of that. Can I get you another round of drinks?

John: No, we're all set for now.

(The waiter returns after 15 minutes.)

Kevin: Are you still working on your meals?

Tanya: I'll need a doggy bag.

John: Would you mind wrapping this up, too?

Kevin: I'll bring you some containers,
and you can box up your leftovers.
Can I interest you in dessert?

Tanya: I'm stuffed.

John: Could you please bring the
check?

COMPLAINING AT A RESTAURANT

At Carmen's **Bistro**, all is not **going well**. John **complains to** Kevin, the waiter, **about** his **overdone** steak. Tanya complains **that** her fish is too **rare** and **that** the music is **too loud**.

Kevin: How are we doing?

John: Not **very well**. I ordered my steak **medium rare**, and it's **burnt to a crisp!**

Kevin: I'm sorry about that. I can ask our **chef to prepare** another one.

John: Okay, please do that.

Kevin: **You bet.** And how's your fish, **ma'am?**

Tanya: It's very rare.

Kevin: Would you like me to have the chef put it back in the **oven?**

Would you like **me** to **have** the chef
put it back in the oven?

Tanya: No , I've lost my appetite for fish.

Kevin: I'd be happy to bring you something else.

Tanya: Okay, let me try the stuffed chicken breast.

**lose one's appetite = to not want
to eat any more due to a bad
experience**

After finding a hair in her soup,
Andrea lost her appetite.

Tanya: No , I've **lost my appetite** for fish.

Kevin: **I'd be happy to** bring you something else.

Tanya: Okay, **let me try** the **stuffed chicken breast**.

(Ten minutes after the waiter **has brought** the new meals.)

Kevin: How are we doing **over here**?

Tanya: **I was wondering if you could turn down the music.** Loud music in restaurants is a **pet peeve** of mine.

pet peeve = an annoyance

Paul hates it when people talk on their cell phones while driving. That's his pet peeve.

I was wondering if you could **turn down the music.**

Polite Requests (indirect)

I was wondering if you could+verb .

I was wondering if you could pick up a pizza on your way home.

I was wondering if you could **help**
me translate this letter.

Kevin: Sure, I'll take care of that. Can I get you another round of drinks?

John: No, we're all set for now.

all set = not needing anything else

When the waitress asked if we needed anything else, we told her we were all set.

(The waiter **returns** after 15 minutes.)

Kevin: Are you **still working on** your meals?

Tanya: I'll need a doggy bag.

John: Would you mind wrapping this up, too?

(The waiter **returns** after 15 minutes.)

Kevin: Are you still **working on** your meals?

Tanya: I'll need a **doggy bag**.

John: **Would you mind** **wrapping this up**, too?

Would you mind wrapping this up,
too?

Polite Requests (indirect)

Would you mind + verb + ing ?

Would you mind picking up a pizza
on your way home?

Would you mind helping me translate
this letter?

Kevin: I'll bring you some containers,
and you can box up your leftovers.
Can I interest you in dessert?

Tanya: I'm stuffed.

John: Could you please bring the
check?

Could you please bring the check?

Polite Requests (direct)

Could you (please) + verb ?

Could you pick up a pizza on your way home?

Could you help me translate this letter?

Polite Requests

Could you pick up a pizza on your way home?

Would you mind picking up a pizza on your way home?

I was wondering if you could pick up a pizza on your way home.

1) Customer: "The music is so loud, we can't hear each other speak."

Your reply:

a) "Let me turn up the music."

b) "Let me turn down the music."

c) "You'll need to speak louder."

2) Customer: "Can we get another round of drinks over here?"

Your reply:

a) "Sure. I'll bring the check right away."

b) "Sure. What would you like?"

c) "Sure, but first you should finish what's in your glasses."

3) Customer: "This fork is dirty. Dirty silverware is a pet peeve of mine."

Your reply:

a) "Right. I don't like pets in restaurants either."

b) "Sorry about that. Let me bring you a clean fork."

c) "I don't mind dirty silverware either."

4) Customer: "There's a hair in my soup. I just lost my appetite!"

Your reply:

a) "Sorry. Let me get you a fresh bowl of soup."

b) "Sorry. I forgot to mention we serve all our soups with hair."

c) "Sorry. Let me just reach in and remove it for you."

5) Customer: "I ordered my steak rare, but this is burnt to a crisp!"

Your reply:

a) "I'm sorry. Let me tell the chef to put it back in the oven."

b) "I'm sorry you don't like burnt meat."

c) "I'm sorry. Let me have the chef prepare another one for you."

6) Customer: "The pasta was good, but now I'm stuffed!"

Your reply:

a) ""I'll let you relax for a while before bringing the dessert menu."

b) "Okay, then let me bring the dessert menu right away."

c) ""I'm sorry you didn't get enough to eat."

7) Customer: "This steak was delicious, but I couldn't finish it."

Your reply:

a) "'Should I throw it in the trash for you?'"

b) "Should I put it on a new plate and serve it to somebody else?"

c) "Should I wrap it up for you?"

8) Customer: "I'll need a doggy bag."

Your reply:

a) "We don't allow dogs here."

b) "I'm not surprised. The portions are big here."

c) ""I'm glad you were able to finish everything."

9) Customer: "I'm still working on my dessert."

Your reply:

a) "Okay, let me take your plate away."

b) "Okay, I'll be back in a few minutes to check on you."

c) "Okay, I'll bring the check right away."

10) Customer: "We're all set here."

Your reply:

a) "Okay, I'll bring more drinks."

b) "I'll let the chef know."

c) "Okay, I'll bring the check."

- 1) feed our dogs while we're away
- 2) pick me up from the airport on Friday
- 3) borrow your car
- 4) return my library book
- 5) loan me your laptop
- 6) turn down the music

7) pick up my clothes from the dry cleaners

8) show me how to design a website

9) please let Jim know we're running late

10) call the theater and reserve tickets

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