

High Level Listening

TRANSCRIPTS

with Kat and Mark

American Restaurant #1

Hostess: Hi guys, how are we doing this evening?

Mark: Yeah, doing very well, thank you.

Hostess: Do you guys have a reservation for this evening?

Mark: Yes, we do. It should be under "Foley"

Hostess: Okay, Foley, Foley, F... F-O-L...?

Mark: That's right.

Hostess: Okay, uhm... yeah actually we have your reservation right here, table for 2?

Mark: Yes, please.

Hostess: Okay, we're gonna be right over here by the window.

....Server comes to the table....

Server: Hi guys, my name's Kat and I'll be your server for this evening. Can I get you guys started with some drinks?

Customer 1: Can I get two cokes with ice? And just water for me.

Customer 2: Actually, we do have one more person joining us. Uhm, but I know that she's just gonna want a lemonade, and I'll have a water please.

....A little later....

Server: Hey guys, what can I get you started with?

Customer: Hiya, yeah, we're just gonna split the nachos and the garlic bread, please.

Server: Okay, no problem, and I'll bring you some extra side plates with that.

....A little later....

Server: Okay, we've got the appetizers cleared out of the way, would you like to order your entrees?

Customer: Yeah, can I get the Hawaiian pizza, but with no olives, please.

Server: Sure, no problem. That comes with a side salad, what kind of dressing would you like?

Customer: Uh, what kind of dressings do you have?

Server: Well, we have a light vinaigrette, we've got a Caesar, and then we've got an Italian dressing.

Customer: Okay, can I have the vinaigrette on the side please?

Server: Yeah, of course.

....A little later....

Server: Hi guys, can I move some of these out of your way?

Customer: Yeah, could I actually get this to go please?

Server: Of course, of course, would you like that boxed up as well?

Customer: Uh, no thanks, I think I'm finished with that one.

Server: Okay, I'll get this boxed up right away for you.

....A little later....

Server: Alright guys, can I interest you in a dessert this evening?

Customer: No thanks, couldn't eat another bite. Could we just get the bill, please?

Server: Yes, of course, are you guys gonna be paying altogether or separate?

Customer: Just put it on my card, thanks.

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American Restaurant # 2

Hostess: Hey guys, just to let you know there's gonna be about a 45-minute wait at the moment.

Customer: Yeah, we don't mind waiting. Do you mind if we sit at the bar?

Hostess: Yeah, sure that's no problem. Here's your buzzer and uhm, basically it'll let you know whenever your table's ready.

Customer: Okay, thank you.

....A little later....

Hostess: Foley? Part of 4?

Customer: Yep, that's us.

Hostess: Okay, would you guys like to sit inside or outside?

Customer: Uhm, is there smoking outside?

Hostess: Actually, there's no smoking in the entire restaurant.

Customer: Okay, no problem.

....Server comes to the Table....

Server: Would you like an appetizer to get started?

Customer: Yeah, please, uh, could we get the starter platter please. Is that enough for four people?

Server: Most of the time two people order the starter platter.

Customer: Okay, should we get... yeah, let's get two of them please.

....A little later....

Another Server: Hi guys, did someone order the Tex-Mex platter or did you guys want it just in the middle.

Customer: Yeah, can we just have it in the middle.

Server: Sure, of course here you go, would you like some side plates with that?

Customer: Oh yes, please.

....A little later....

Server: Okay guys, here's the bill whenever you're ready, no rush.

Customer 1: Okay, so, how do you want to split this.

Customer 2: Well, I had more drinks than you guys so, I don't mind putting in, like 40? And then you guys can pay for the rest of it?

Customer 1: Hi again, can we put 60 on this card and then let's put 40 on the other one?

Server: Sure, no problem, I'll take that for you

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British Restaurant #1

Server: Evening, guys. Do you have a reservation?

Customer: Yeah, I think it should be under Kat, K-A-T.

Server: Okay, it says here it's for 4 people?

Customer: Yeah, one of our friends is gonna be late.

Server: Okay, no problem, would you like to follow me? I'll show you to the table.

....A little later....

Server: Hi there, can I get you some drinks to get you started?

Customer: Do you guys have iced tea?

Server: Yes, we do.

Customer: Sure, then I'll have one. Uhm, my friends will be back in a sec, but I know they'll just want water.

....A little later....

Server: Hiya guys, any starters this evening?

Customer: We'd actually like to split the bruschetta. Is that gonna be enough for four people?

Server: There's normally only three pieces of bruschetta per serving

Customer: Okay, we'll go ahead and order 2 of them, then.

....A little later....

Customer: Oh, what did you just bring over to that table over there?

Server: That was the fajitas, you can probably hear it across the restaurant.

Customer: Oh, yeah, we'd definitely like an order of that please.... Actually, can you make that two orders?

....A little later....

Server: Hi there guys, are you all finished?

Customer: Oh, yes thanks, we're stuffed.

Server: Could I tempt you with a dessert menu?

Customer: Probably not a dessert menu, do you have any coffees or teas?

Server: Sure, we have lots of different coffees, americanos, cappuccinos, and we've got fruit teas as well.

Customer: Okay, yeah, I think I'll have a cappuccino actually.

Server: Absolutely.

....A little later....

Customer: Hey, could we get the check, please.

Server: Okay, I'll be right back with it. Okay, here's the bill. Here you are. Would you like to pay separately or altogether?

Customer: Uhm actually, could we just split it in half, please?

Server: Okay, that's no problem. So that'll be 45 each.

Customer: Okay, I'm gonna pay in cash and she'll put the rest on her card.

Server: Okay, no problem.

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British Restaurant # 2

Server: Hi there guys, is it just the four of you?

Customer: Yeah, that's it.

Server: Would you like to eat inside or outside on the patio?

Customer: Oh, uhm, outside on the patio would be nice. Can I smoke out there?

Server: Unfortunately not I'm afraid.

....A little later....

Server: Hi there guys, any drinks to start?

Customer: Yeah, what do you have on tap?

Server: We've got a guest ale this week called Titanic, it's quite light and fruity.

Customer: Sure, yeah give me a pint of that

Server: Okay sure, would you mind if I check your ID first?

Customer: Oh yeah of course, is my passport okay?

Server: Yeah, that's absolutely fine, okay looks good, I'll be right back with your pint.

Customer: Great, thanks.

....A little later....

Server: Hi guys, what starters would you like?

Customer: Uhm, we'd like the garlic bread, but can we go ahead and order our main course, too?

Server: Absolutely.

Customer: Okay, I think I want one of these meal deals that you've got.

Server: Okay, so if you order a burger or a sandwich before 3pm, you can get it on our lunch time deal. So it'll be 5 pounds.

Customer: Okay, I think I'd like the burger then. And could we have everything come out together?

Server: Absolutely.

....A little later....

Server: Hi there, can I take those plates for you?

Customer: Oh, yeah sure, we're finished.

Server: Okay, thank you..... I've already told the kitchen about your mains, and they should be with you soon.

....A little later....

Customer: Could I get a box for these leftovers?

Server: Uhm, we don't have any containers for take-away, I can wrap it up for you.

Customer: Okay, that'll work.

....A little later....

Customer: You can just put it on my card.

Server: Okay, here's the chip and pin, just pop your card in there, and enter your pin when you're ready.

Customer: Okay, uhm, can I include the tip on this?

Server: Sure, the gratuity's on the screen.

Customer: Oh, okay, thanks.

Server: Here's your receipt.