

Appendix A

Restaurant reservation

Restaurant staff (RS): Hi, _____ . May I help you?

Customer (C): Yes, I'd like to make a _____ .

RS: Sure, for when?

C: For _____ .

RS: Okay, what time?

C: _____

RS: Okay, for how many?

C: For _____ .

RS: Okay. Would you like smoking or non-smoking?

C: _____ please.

RS: Could I have your name please?

C: My name's _____ .

RS: How do you _____ that?

C: Bob B-o-b Smith S-m-i-t-h.

RS: Great. Thank you Mr. Smith. I've reserved a table for Saturday at _____ for five people.

C: Thank you. Goodbye.

RS: Goodbye, Mr. Smith

Insert the words and phrases below into the appropriate spot in the conversation above. Use each only one time.

Saturday

7:30

Non-smoking

reservation

Luigi's Italian House

spell

Bob Smith

four

7:30

Appendix B

RS = Restaurant staff

C = Customer

	Name	People	Day	Time	Smoking/Non-Smoking
1 (C)	Richard Thompson	4	Monday	8:30	Non-smoking
2 (RS)					
3 (C)	Catherine Ingalls	12	Thursday	7:00	Non-smoking
4 (RS)					
5 (C)	Chris Milner	2	Sunday	7:15	Smoking
6 (RS)					
7 (C)	Emily Richardson	6	Tuesday	8:30	Non-smoking
8 (RS)					
9					

Appendix C

RS = Restaurant staff

C = Customer

	Name	People	Day	Time	Smoking/Non-Smoking
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1 (RS)

2 (C) Alex Durrant 7 Thursday 7:15 Non-smoking

3 (RS)

4 (C) Victor Green 5 Tuesday 6:45 Smoking

5 (RS)

6 (C) Peter Johnson 9 Saturday 7:30 Non-smoking

7 (RS)

8 (C) Maria Fisher 24 Monday 9:00 Non-smoking

9

Appendix D

RS = Restaurant staff

C = Customer

(RS)

	Name	People	Day	Time	Smoking/Non-Smoking
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(C)

Geoffrey Palmer	5	Tuesday	7:45	Non-smoking
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1: You will receive a call. Write the information in the box above.

2: Call the number and reserve a table using the information above.

Useful Phrases:

A: Could you spell that, please?

B: Yes, it's Geoffrey, G-E-O-F-F-R-E-Y, Palmer, P-A-L-M-E-R

Appendix E

RS = Restaurant staff

C = Customer

	Name	People	Day	Time	Smoking/Non-Smoking
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(C)

Michael Wright	12	Wednesday	6:30	Non-smoking
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(RS)

1: Call the number and reserve a table using the information above.

2: You will receive a call. Write the information in the box above.

Useful Phrases:

A: Could you spell that, please?

B: Yes, it's Michael, M-I-C-H-A-E-L, Wright, W-R-I-G-H-T