Sample Restaurant Dialogue (At a Restaurant Lesson)

Waitress: Hello, are you ready to order?

Customer 1: Yes, we are. I’ll have the soup appetizer and the steak for my main course.

Waitress: (to customer 2) And for you?

Customer 2: I’ll have the salad for an appetizer and the spaghetti entrée.

Waitress: Can I get you something to drink?

Customer 1: Water, please.

Customer 2: I’ll take a soda.

Waitress: Coming right up.

[Food arrives and customers begin to eat]

Waitress: How is everything?

Customer 2: Delicious, thanks!

[20 minutes pass; waitress clears the table]

Waitress: Can I get you anything else?

Customer 1: We’ll take the check, please.

Waitress: Sure, here you go.
Complaints & Apologies Vocabulary
(Making Complaints at a Restaurant & Expressing Apologies Lesson)

Complaint

May I speak to the manager?

Manager

To complain

This food is not cooked.

There is a bug in my soup.

There is a hair in my food.

I'm sorry about that. / I'm very sorry.

Can I get you something else?

It's on the house.
Sample Dialogue: Making a Complaint at a Restaurant  
(Making Complaints at a Restaurant & Expressing Apologies Lesson) 

Customer 1: There is a hair in my food.  

Waiter: I’m sorry about that. I will get you a new dish.  

Customer 1: Thank you.  

Customer 2: My food is not cooked.  

Waiter: I’m very sorry. I will get you a new dish also.  

[10 minutes later]  

Waiter: Here you go; it’s on the house.  

Customer 1: Thanks!  

Customer 2: Thank you!
<table>
<thead>
<tr>
<th><strong>Hotel Vocabulary Sheet</strong> (Hotel Lesson)</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1" alt="Hotel" /></td>
</tr>
<tr>
<td><img src="image3" alt="Lobby" /></td>
</tr>
<tr>
<td><img src="image5" alt="Concierge" /></td>
</tr>
<tr>
<td><img src="image7" alt="Front desk" /></td>
</tr>
<tr>
<td><img src="image9" alt="room" /></td>
</tr>
<tr>
<td><img src="image11" alt="Wake-up call" /></td>
</tr>
</tbody>
</table>

©2015 InterExchange, Inc.
<table>
<thead>
<tr>
<th><strong>Check-in</strong></th>
<th><strong>What time is check-in? / What time is checkout?</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Check-out</strong></td>
<td><strong>We have no vacancies.</strong></td>
</tr>
</tbody>
</table>

- What kind of room would you like?
- How many nights?
- Would you like a wake-up call?
- Would you like room service?

- I’d like to book a room
- Do you have any suites?
- Two nights, please.
- Yes, I would like a wake-up call at 6 AM.
- No, I don’t want room service.

**Hotel Guest Sheet** *(Hotel Lesson)*
Make the following reservations:
- King room / 3 nights
- Queen room / 7 nights
- Single room / 1 night

### My Reservations

<table>
<thead>
<tr>
<th>Hotel Name</th>
<th>Room Type</th>
<th>Number of Nights</th>
<th>Check-in time</th>
<th>Check-out time</th>
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</thead>
<tbody>
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</tbody>
</table>

**Questions to ask:**

- Do you have any [room type]?
- Do you have a pool?
- What time is check-in?
- What time is check-out?
Make the following reservations:
- Single room / 5 nights
- Queen room / 7 nights
- Double room / 1 night

My Reservations

<table>
<thead>
<tr>
<th>Hotel Name</th>
<th>Room Type</th>
<th>Number of Nights</th>
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<th>Check-out time</th>
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</tr>
</tbody>
</table>

Questions to ask:
- Do you have any [room type]?
- Do you have a pool?
- What time is check-in?
- What time is check-out?

Hotel Guest Sheet (Hotel Lesson)
Make the following reservations:
- Suite room / 1 night
- Queen room / 12 nights
- Double room / 6 nights

### My Reservations

<table>
<thead>
<tr>
<th>Hotel Name</th>
<th>Room Type</th>
<th>Number of Nights</th>
<th>Check-in time</th>
<th>Check-out time</th>
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</thead>
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</tr>
</tbody>
</table>

**Questions to ask:**

- Do you have any [room type]?
- Do you have a pool?
- What time is check-in?
- What time is check-out?

**Hotel Guest Sheet** (Hotel Lesson)
Make the following reservations:
- Single / 4 nights
- King room / 13 nights
- Double room / 1 night

<table>
<thead>
<tr>
<th>Hotel Name</th>
<th>Room Type</th>
<th>Number of Nights</th>
<th>Check-in time</th>
<th>Check-out time</th>
</tr>
</thead>
<tbody>
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<td></td>
</tr>
</tbody>
</table>

Questions to ask:
- Do you have any [room type]?
- Do you have a pool?
- What time is check-in?
- What time is check-out?

Hotel Guest Sheet (Hotel Lesson)

Make the following reservations:
- Queen room / 8 nights
- King room / 1 night
- Suite room / 3 nights

My Reservations

<table>
<thead>
<tr>
<th>Hotel Name</th>
<th>Room Type</th>
<th>Number of Nights</th>
<th>Check-in time</th>
<th>Check-out time</th>
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</tr>
</tbody>
</table>

Questions to ask:

- Do you have any [room type]?
- Do you have a pool?
- What time is check-in?
- What time is check-out?

Reservation Sheet (Hotel Lesson)

Blue Sky Hotel

<table>
<thead>
<tr>
<th>Room Types</th>
<th>Number of Rooms</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Guest Reservations

<table>
<thead>
<tr>
<th>Guest Name</th>
<th>Room Type</th>
<th>Number of Nights</th>
<th>Wake-up call</th>
<th>Room Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kim Jinah</td>
<td>King</td>
<td>2</td>
<td>Yes, 7 AM</td>
<td>No</td>
</tr>
</tbody>
</table>

Questions to ask:

- What type of room would you like?
- How many nights?
- Would you like a wake-up call? What time?
- Would you like room service?

Reservation Sheet (Hotel Lesson)

Paradise Hotel

<table>
<thead>
<tr>
<th>Room Types</th>
<th>Number of Rooms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single</td>
<td>5</td>
</tr>
<tr>
<td>Double</td>
<td>10</td>
</tr>
</tbody>
</table>

* No pool
### Guest Reservations

<table>
<thead>
<tr>
<th>Guest Name</th>
<th>Room Type</th>
<th>Number of Nights</th>
<th>Wake-up call</th>
<th>Room Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kim Jinah</td>
<td>Single</td>
<td>4</td>
<td>Yes, 7 AM</td>
<td>No</td>
</tr>
</tbody>
</table>

**Questions to ask:**

- What type of room would you like?
- How many nights?
- Would you like a wake-up call? What time?
- Would you like room service?

**Reservation Sheet (Hotel Lesson)**

**Seaside Hotel**

<table>
<thead>
<tr>
<th>Room Types</th>
<th>Number of Rooms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single</td>
<td>5</td>
</tr>
<tr>
<td>Double</td>
<td>3</td>
</tr>
<tr>
<td>Queen</td>
<td>5</td>
</tr>
<tr>
<td>King</td>
<td>3</td>
</tr>
</tbody>
</table>

* One pool
### Guest Reservations

<table>
<thead>
<tr>
<th>Guest Name</th>
<th>Room Type</th>
<th>Number of Nights</th>
<th>Wake-up call</th>
<th>Room Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kim Jinah</td>
<td>Double</td>
<td>2</td>
<td>Yes, 7 AM</td>
<td>No</td>
</tr>
</tbody>
</table>

**Questions to ask:**

- What type of room would you like?
- How many nights?
- Would you like a wake-up call? What time?
- Would you like room service?

**Reservation Sheet (Hotel Lesson)**

#### Sunshine Hotel

<table>
<thead>
<tr>
<th>Room Types</th>
<th>Number of Rooms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single</td>
<td>2</td>
</tr>
<tr>
<td>Double</td>
<td>10</td>
</tr>
<tr>
<td>Queen</td>
<td>3</td>
</tr>
</tbody>
</table>

* One pool

### Guest Reservations

<table>
<thead>
<tr>
<th>Guest Name</th>
<th>Room Type</th>
<th>Number of Nights</th>
<th>Wake-up call</th>
<th>Room Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kim Jinah</td>
<td>Queen</td>
<td>4</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>
Questions to ask:

- What type of room would you like?
- How many nights?
- Would you like a wake-up call? What time?
- Would you like room service?

Reservation Sheet (Hotel Lesson)

The Beachside Hotel

<table>
<thead>
<tr>
<th>Room Types</th>
<th>Number of Rooms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suite</td>
<td>3</td>
</tr>
<tr>
<td>King</td>
<td>5</td>
</tr>
<tr>
<td>Queen</td>
<td>7</td>
</tr>
</tbody>
</table>

* Three pools

Guest Reservations

<table>
<thead>
<tr>
<th>Guest Name</th>
<th>Room Type</th>
<th>Number of Nights</th>
<th>Wake-up call</th>
<th>Room Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kim Jinah</td>
<td>Queen</td>
<td>4</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>
Questions to ask:

- What type of room would you like?
- How many nights?
- Would you like a wake-up call? What time?
- Would you like room service?

**Airplane Vocabulary Sheet (Airport & Train Station Lesson)**

<table>
<thead>
<tr>
<th>Airplane</th>
<th>Airport</th>
<th>Check-in</th>
<th>Boarding pass</th>
</tr>
</thead>
</table>
Ticket agent

Luggage

Passengers

Pilot

Flight attendant

Baggage claim

Window seat

Aisle seat

First class

Economy class
Train Station Vocabulary (Airport & Train Station Lesson)

Train

Train station
Worksheet: Label the pictures (Airport & Train Station Lesson)
Travel Dialogue (Airport & Train Station Lesson)

Ticket agent: Where is your ____________?

Passenger: I’m flying to ________________.

Ticket agent: One-way or ________________?

Passenger: ________________

Ticket agent: ________________ or first class?
Passenger: ____________, please.

Ticket agent: What kind of ____________ would you like?

Passenger: I’d like a __________________, please.

**Vacation Vocabulary (On Vacation Lesson)**

- Travel
- Trip
- Pack
- Travel to another country
Countryside
Swim
Sunbathe
Tour
Camera
Beach
Surf
Sightsee
Tour guide
Museum
Fill in the Gap Worksheet (On Vacation Lesson)

Instructions: Fill in the gaps using the words below.

Kim: Where did you go on ________________?

Vladimir: I went to the ________________.

Kim: What did you ________________?

Vladimir: A bathing ___________, shorts and t-shirts.

Kim: What about a ________________ for pictures?

Vladimir: Yes, and I took many ________________.

Kim: What did you ________ on vacation?

Vladimir: I __________ and ______________.
Kim: Sounds like fun! Did you go on a _______________?

Vladimir: Yes, through the city. The ____________ _______________ was really nice and funny.

Kim: I want to _______________ to Mexico one day!

Words:
suit	tour
travel	swam
camera	pack
tour guide	beach
vacation
go
photos	surfed
do

Vocabulary Sheet (Making Plans Lesson)

Hangout / Get together

Do you want to hangout? / Do you want to get together?

What do you want to do? / Where should we meet?

Let’s go

shopping.
Fill in the Gap Worksheet (Making Plans Lesson)

**Instructions:** Fill in the gaps below.

George: Hi Barack!

Barack: Hey George.

George: Do you want to ________________?
Barack: Sure, what do you ____________________?

George: Let’s go ____________________.

Barack: Where should we meet?

George: ____________________.

Barack: What time?

George: ________________.

Barack: Okay, ________________.

---

**Brownie Cookies Recipe** *(Cooking Lesson)*

**Directions:**

First, preheat the oven to 350 degrees.

Next, mix one stick of butter, one cup of sugar and one chocolate bar until smooth.
Then, add two eggs and mix.

In another bowl, mix one cup of flour, ¼ cup of cocoa powder and a pinch of salt. Then pour into the first bowl.

Next, add 1/8 cup of vanilla extract and one bag of chocolate chips.

Then, drop spoonfuls of batter onto the baking sheet.

Finally, bake for 15 minutes.

**Cooking Vocabulary Sheet (Cooking Lesson)**

- To cook / cooking
- Fry
- Bake
- Grill
### Shopping Vocabulary Sheet (Shopping Lesson)

<table>
<thead>
<tr>
<th>Item</th>
<th>Image</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pan</td>
<td><img src="image" alt="Pan" /></td>
</tr>
<tr>
<td>Pot</td>
<td><img src="image" alt="Pot" /></td>
</tr>
<tr>
<td>Oven</td>
<td><img src="image" alt="Oven" /></td>
</tr>
<tr>
<td>Measuring cup</td>
<td><img src="image" alt="Measuring cup" /></td>
</tr>
<tr>
<td>Recipe</td>
<td><img src="image" alt="Recipe" /></td>
</tr>
<tr>
<td>First...</td>
<td><img src="image" alt="Image" /></td>
</tr>
<tr>
<td>Next...</td>
<td><img src="image" alt="Image" /></td>
</tr>
<tr>
<td>Then...</td>
<td><img src="image" alt="Image" /></td>
</tr>
<tr>
<td>Finally...</td>
<td><img src="image" alt="Image" /></td>
</tr>
</tbody>
</table>

- Shop/shopping
- Store
- Shopping mall
- Market
Grocery store

Shop online

Price

Sale

Merchant

Customer

To bargain

Do you sell...?

I'll give you five for $4.
I'll take two cookies, please.

Regular price: $149.00

Sale price: $79.00  That’s a bargain!

Shopping Dialogue (Shopping Lesson)

Instructions: Fill in the gaps with the correct vocabulary.
Customer: Do you _______ pants.

Merchant: Yes, ____________________.

Customer: How ____________?

Merchant: $25 each.

Customer: ______________________ $30 for two.

Merchant: No, ____________ $45 for two.

Customer: No, ______________________ $40 for two.

Merchant: Okay.

Customer: That’s a _____________!

Customer: Do you ________________ shoes?

Merchant: No, ____________________________.

Money (Shopping Lesson)