

# Final task: ordering food by phone

## MARCO'S PIZZA

### TAKE AWAY MENU

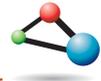
PIZZA	SMALL	REGULAR	FAMILY
Pepperoni	£3.99	£4.99	£5.99
Mediterranean	£4.49	£5.49	£6.49
Four seasons	£3.99	£4.99	£5.99
Four cheeses	£4.49	£5.49	£6.49
Seafood special	£4.99	£5.99	£6.99

**Extra toppings 50p each:**  
mushrooms, olives, pepperoni, ham, cheese

**Side orders:**  
green salad £1.49    garlic bread £1.49    chicken wings £1.99

**Drinks:**  
cola 99p    lemonade 99p    orange juice 69p  
apple juice 69p    sparkling water 99p

## Strategy



Speaking by phone is easier if you can predict what the other person is going to say or ask. This gives you time to prepare responses.

- a** What response do these questions require?
- 1 Is that traditional or deep pan crust?
  - 2 And is this for home delivery or to collect?
- b** If you don't understand a question, make this clear rather than guessing what was said.



## 1 Listen to two customers calling a pizza delivery company. Answer the questions.

- 1 What did customer A say when she didn't understand?
- 2 What did customer B say when he didn't understand?
- 3 How did the pizza delivery person rephrase the question?

## 2 Work in pairs. Choose your tasks and follow the instructions.

### Student A

You are a customer:

- Read the menu.
- Order a pizza. Read the telephone dialogue and complete it in a logical way.
- Prepare to respond to questions. Read the Strategy and memorize your responses.

### Student B

You work for the pizza delivery company:

- Read the telephone dialogue and memorize your questions to the customer.
- Prepare to rephrase anything the customer doesn't understand.

Pizza man Good evening, Marco's Pizza.

Customer \_\_\_\_\_

Pizza man And is this for home delivery or to collect?

Customer \_\_\_\_\_

Pizza man OK, what would you like to order?

Customer \_\_\_\_\_

Pizza man Is that traditional or deep pan crust?

Customer \_\_\_\_\_

Pizza man Regular or family size?

Customer \_\_\_\_\_

Pizza man And would you like any extra ingredients?

Customer \_\_\_\_\_?

Pizza man Mushrooms, olives, pepperoni, extra cheese ...

Customer \_\_\_\_\_

Pizza man Anything else?

Customer \_\_\_\_\_

Pizza man OK, that'll be £13.95. Our delivery man will have change up to £20.

Customer \_\_\_\_\_

Pizza man It should be with you in half an hour. Thank you. Bye-bye.

Customer \_\_\_\_\_

## Language note



I beg your pardon.



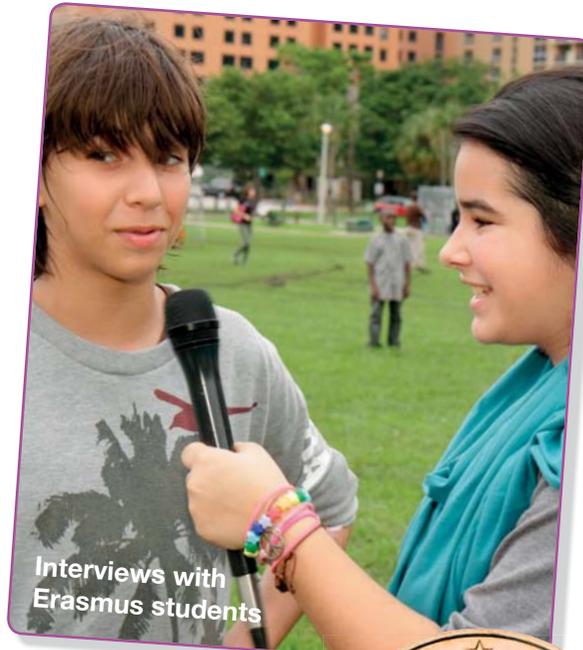
Excuse me.



# Functional language: eliciting

**1**  Use the Phrase bank to complete the interviewer's questions. Then listen and check.

- 1 Can you tell us ...
- 2 Why's that ...
- 3 First of all English, ...
- 4 Tell me about ...
- 5 That must ...
- 6 And I imagine it was interesting ...
- 7 What were the main differences ...
- 8 Can you give us ...
- 9 Do you have any ...



**2** Answer the questions about what the interviewer said.

- 1 Which phrases are questions?
- 2 Which phrase is an imperative?
- 3 Which are statements that act as questions?

**3** Read the interview about a trip to Morocco. Can you guess what the interviewer asked?

**Interviewer** Can you tell me something about your trip to Marrakesh?  
**Student** Well, it was amazing – everything was so different!  
**Interviewer** \_\_\_\_\_?  
**Student** Well, the people, the way of life ... even the shopping!  
**Interviewer** Oh yes, \_\_\_\_\_.  
**Student** Well, the markets are incredible. They're huge, it's really easy to get lost. You can buy all kinds of clothes, bags ...  
**Interviewer** Wow! \_\_\_\_\_?  
**Student** Yes, but you have to haggle, you know, argue about the price.  
**Interviewer** I don't think I'd be good at that. \_\_\_\_\_?  
**Student** Well, it is quite stressful: it's all very fast-moving and in your face, so it's not the most relaxing type of holiday. But it was a brilliant experience.

**4**  Listen and check.

**5**  Practise reading the dialogue in 3, paying attention to the intonation.

**6**  Work in pairs to discuss a place you have visited. Try to elicit more detail from each other.

## Phrase bank

- ...I imagine.
- ...any examples?
- ...the people you met
- ...exactly?
- ...you noticed between life in Galway and Madrid?
- ...attending a foreign university?
- ...regrets?
- ...something about that?
- ...have been interesting?

## Culture



The currency in Ireland is the Euro. When talking about prices they use the singular.

'It costs ten euro'



## Language note



- attend lectures
- assist to university classes

## Pronunciation



### Intonation

**a**  Listen to what the interviewer said then answer the questions below.

That must have been interesting.

- b** 1. Does the first speaker's intonation rise or fall?
2. Does the second speaker's intonation rise or fall?