

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.



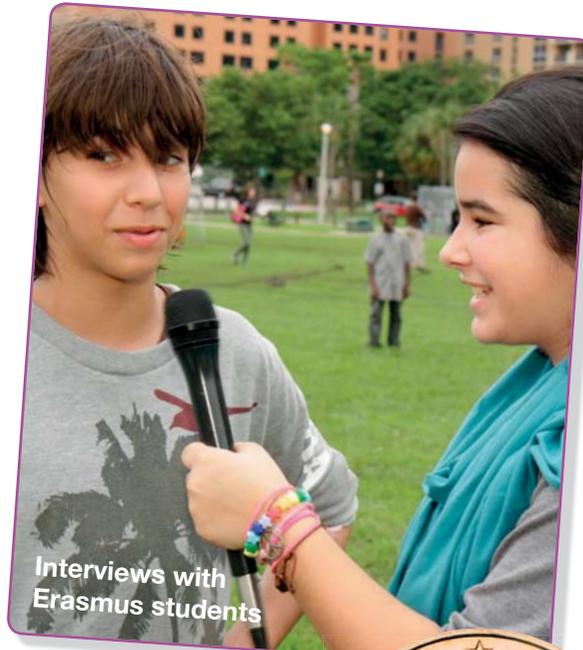
Excuse me.



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?