Quiero… / I want to …	Useful English
hacer una cita para un servicio	I'd like to make an appointment for a haircut.
un pedido en línea	My order hasn't arrived yet. Could you check it for me?

Dialogue – Returning headphones

A: Hi, I'd like to return these headphones. The left side doesn't work.

B: I'm sorry to hear that. Do you have the receipt?

A: Yes, here it is.

B: We can replace them or give you a refund.

A: I'd prefer a replacement, please. Could I try them here?

B: Sure. … Do they work now?

A: Yes, perfectly. Thank you.

Role card

Situation	Your task
Customer problem	Explain what is wrong with something you bought. Ask for an exchange or a refund and react to the offer.

Check yourself: Explain a product problem in two sentences and ask for a solution.

Vocabulary link (Exam Vocabulary): Shopping; Clothes and Fashion; Services in Everyday Life

Grammar link: 1.7b This, that, these, those; 1.7c Numbers and prices; 1.7a Comparatives and superlatives

14. Food and eating out

Audio starspangledenglish.com/c2-14

Comida y comer fuera

Goal: Order food, ask about ingredients, pay and solve a simple problem.

Objetivo: Pedir comida, preguntar por los ingredientes, pagar y resolver un pequeño problema.

Workbook: Conversation Workbook, B1 lesson 14 · ♫ cw2-14

A2 Basic phrases

Quiero… / I want to …	Useful English
pedir	I'd like a cheese sandwich, please. / I'll have the soup.
bebidas	Can I have a bottle of water?
para comer aquí o para llevar	For here or to go? – To go, please.

Quiero... / I want to ...	Useful English
ingredientes	Does it have nuts in it?
una recomendación	What do you recommend?
la cuenta	Could we have the check, please?

Dialogue / Diálogo – At a cafe

A: Hi. I'd like a hot chocolate and a cheese sandwich, please.

B: Sure. For here or to go?

A: For here, please. How much is that?

B: Six dollars fifty.

A: Can I pay by card?

B: Of course.

Role card / Juego de roles

Situation	Your task / Tu tarea
Order a meal	Order food and a drink. Ask one question about the menu. *Pide comida y bebida. Haz una pregunta sobre el menú.*

Picture task / Trabajo con la imagen



Look at the breakfasts from around the world. Which countries are they from? Which breakfast would you like to try? What do you usually have for breakfast?

Observa desayunos de todo el mundo. ¿De qué países son? ¿Cuál te gustaría probar? ¿Qué desayunas normalmente?

Talk on your own / Habla tú solo

Talk for one minute about your favorite meal: what it is, who makes it, when you eat it and why you like it.

Habla un minuto sobre tu platillo favorito: qué es, quién lo prepara, cuándo lo comes y por qué te gusta.

Check yourself: Order a meal and a drink politely.

Ponte a prueba: Pide comida y bebida con cortesía.