



Reserving A Restaurant

Reserving a Restaurant

Let's analyse the transcript in detail! Note that the order of questions may vary when speaking on the phone.

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Restaurant: Good afternoon, this is Fishstar How may I help you?

When you call a restaurant, you'll normally hear the welcome line. Listen out for "***how may I help you?***" or "***what can I do for you today?***"

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Hannah: Good afternoon, I'd like to make a reservation for dinner on Wednesday 4th July.

To explain why you are calling you could say;

I'd like to make a reservation/booking

Can I make a reservation?

I'd like to book a table

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Hannah: Good afternoon, I'd like to make a reservation for dinner on Wednesday 4th July.

I always recommend stating which meal (for breakfast, for lunch, for dinner) and be clear with the day, date and month.

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Restaurant: Of course. For how many people?

At some point you'll be asked how many people are eating. Listen out for "***for how many people?***" or "***how many?***"

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Hannah: It's for 4 people.

When saying the number of people we use the expression "***it's for ... people***".

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Restaurant: And at what time?

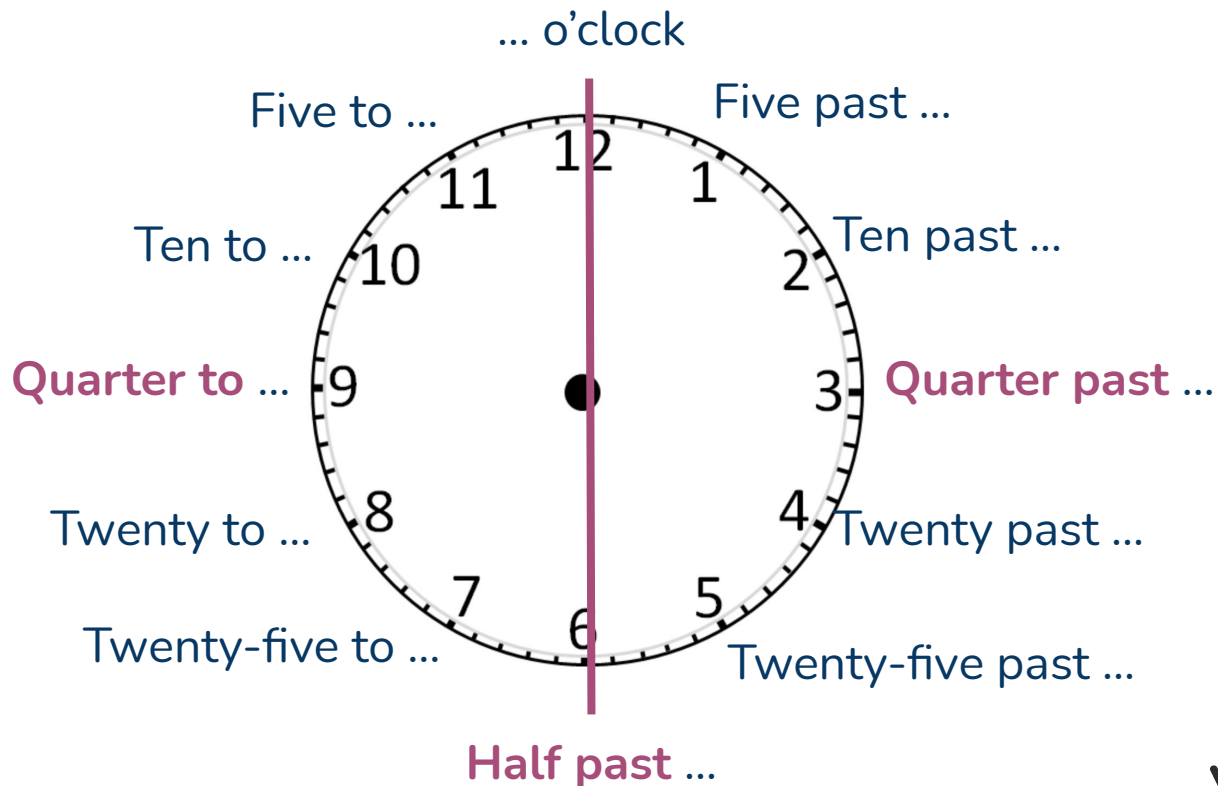
Listen out for a question about the time of the reservation. ***“At what time?” “What time would you like that for?”***

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Hannah: For 8pm if that's possible.

Make sure you know how to say the correct time in English!

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Restaurant: Yes, we have a table available for you. Would you like to sit inside or outside?

You may be asked questions about your table;

Would you like to sit inside or outside?

Would you like a booth?

Would you like a smoking or non-smoking table?

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Restaurant: Perfect and can I take your name and contact number, please.

You'll normally be asked for your name and number and perhaps some additional details too!

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Restaurant: We hold the table for 15 minutes so if you're running late let us know.

Listen out for extra information. Many restaurants only reserve your table for 15 minutes and if you don't turn up (or turn up late) they will give the table to other customers.

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Hannah: Will do! Thanks, bye!

Restaurant: Bye!

Make sure you close the conversation politely.

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There may be some other questions you hear from the restaurant or other information you'd like to provide. Let's take a look!

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- What's the earliest/latest time I can make a reservation?
- We're celebrating our anniversary, do you have any special arrangements?
- Can we have your best table, please?
- Do you have availability for a large booking of 20 people?
- Do you have a set menu?
- Can you provide vegan/vegetarian dishes?
- What kind of menu do you have?