**Role Play Activity**

***Read the following text where Two Staff (manager,*** ***Waiter)***

***Your Group’s roles are staff (Manager, Waiter)***

20 minutes later, the customers have just been served their main course

**Julie:**

'Is there a problem with your steak Andrew?'

**Andrew:**

'Yeah, there is. I ordered a **rare** steak because I like it when the meat is very red inside and they have brought me a **well-done** steak instead. I don't like it when they fry it for a long time, so it is brown on the inside and the meat doesn't have a lot of taste.'

**Julie:**

'You should ask the waiter to **send it back** to the kitchen, so you they can give you another steak. I'll **call the waiter over**.'

**Sally:**

'I have a problem with my main course as well. The roast chicken is good, but they've overcooked the carrots, so they are too soft and they don't have any taste at all. But the boiled potatoes are **almost raw.** They are so hard. It's like they haven't cooked the potatoes at all.'

**Julie:**

'I'll call the waiter over now. Excuse me!'

**Waiter:**

‘Yes, madam How can I help you?'

**Julie:**

'One of my friends ordered a rear steak and you've brought him a well-done steak. My other friend's carrots are overcooked and her potatoes are raw. Can you send them back to the kitchen to be replaced please?'

**Waiter:**

'I apologise for the steak. I'll replace it straight away. Both the carrots and the potatoes are supposed to be like that. **I'm afraid there is nothing I can do**.'

Julie:

'Well, in that case. **I'd like to speak to the manager, please.'**

**Waiter:**

'I'll go and get him for you.'

**Manager:**

'What seems to be the problem?'

**Julie:**

'The waiter is refusing to send back my friend's dish. The carrots are overcooked and the potatoes are almost raw. We're not happy with the **service** we have received from the waiter. He's made several mistakes with our food tonight and he's been arrogant towards us.'

**Manager:**

**'Please accept my apologies**. I'll send your friend's dish back to the kitchen and get it replaced. **We won't charge you** for the roast chicken. So, you don't have to pay for it. Also, to say sorry we'll give you a bottle of red wine **on the house** for all the problems you've experienced.'

**Julie:**

'A free bottle of wine! Thank you very much.'

40 minutes later, after receiving the bill/check from the waiter

**Julie:**

'The bill seems very high.'

**Andrew:**

'Let me have a look. I think they've **overcharged** us. They have included the roast chicken on the bill and also they are charging us for a roast duck which we didn't have or order. I'll have a word with the waiter. Excuse me!'

**Waiter:**

'Yes?'

**Andrew:**

**'There seems to be a mistake with** the bill. It has a roast duck on it, which we didn't have. And it has my wife's roast chicken on it which your manager said we wouldn't be charged for.'

**Waiter:**

'I'm terribly sorry. I'll bring you the correct bill now.'

5 minutes later, having paid and about to leave

**Andrew:**

'Let's leave here now we've paid the bill. It's been a disaster.'

**Julie:**

'That doesn't seem right. I think they've **short changed** me. The meal cost £140. I gave them £200, but I've only got £30 back in change.'

**Andrew:**

'They have short changed you. You should have got £60 back in change. You should call the waiter over again.'

**Julie:**

'I will.'

**Role player : Scott, Tracey, Carrie, Shina, Jeeyun, Chloe, Minj, Mina, Julien, Jenna, Yuki and Julia.**