

EA K 2022 Part1 Listening comprehension: 7 Burger Order

7. Burger Order

The following is a conversation between a waiter and a customer in a restaurant. The recording is in four sections and you can listen to the waiter's lines in each section twice. For each question, decide which of the customer's responses is the **most polite**. You can listen to each option as many times as you like.

7.1 Listen, and choose the most polite response.

Waiter: **Hello sir, are you ready to order?**

Customer:

Option **A**. I think so, but I wonder if I may ask for a few wee changes to what I see listed on the menu.

Option **B**. Almost, but I need you to bring me something a bit different from what you have on the menu.

Option **C**. Just about, but I want to change some of the ingredients from what's advertised on the menu.

7.2 Listen, and choose the most polite response.

Waiter: **That may be possible. What did you have in mind, sir?**

Customer:

Option **A**. This Mexican cheese burger looks good, but perhaps you can replace the cheese with some avocado?

Option **B**. I like the Mexican cheese burger, but could I please get it with avocado on instead of cheese maybe?

Option **C**. I'm tempted by the Mexican cheese burger, but I dislike cheese so can I have avocado on it instead?

7.3 Listen, and choose the most polite response.

Waiter: **Ah, I'm afraid not, sir. We don't offer avocado as a topping.**

Customer:

Option **A**. Okay, but why couldn't I just have the Mexican burger without cheese and also order some guacamole on the side?

Option **B**. Well, would it be possible then to remove the cheese from the Mexican burger and maybe order a side of guacamole?

Option **C**. Fine, so how about if instead you bring me the Mexican burger but with no cheese and with a side order of guacamole?

7.4 Listen, and choose the most polite response.

Waiter: **We can do that, sir. Of course, the guacamole is extra – it's a £1.50 charge. Will that be alright?**

Customer:

Option **A**. Sure, whatever!

Option **B**. Yeah, I guess so.

Option **C**. Yes, no problem!

Here's an explanation of why the selected responses (**7.1a**, **7.2b**, **7.3b**, **7.4c**) are the most polite choices, along with reasons why the other options are less suitable.

7.1 Waiter: *Hello sir, are you ready to order?*

- **Chosen Response (7.1a):** *I think so, but I wonder if I may ask for a few wee changes to what I see listed on the menu.*
 - **Why it's best:**
 - "I think so" is a polite and gentle way to start.
 - "I wonder if I may ask" softens the request, making it more courteous.
 - "A few wee changes" sounds friendly and non-demanding.
 - **Why not (7.1b):** *Almost, but I need you to bring me something a bit different from what you have on the menu.*
 - "I need you to bring me" sounds demanding rather than requesting.
 - "Something a bit different" is vague and doesn't clearly signal the nature of the request.
 - **Why not (7.1c):** *Just about, but I want to change some of the ingredients from what's advertised on the menu.*
 - "I want to change" sounds too direct and demanding.
 - "What's advertised" sounds a bit unnecessary; "listed on the menu" (as in 7.1a) is more natural.
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7.2 Waiter: *That may be possible. What did you have in mind, sir?*

- **Chosen Response (7.2b):** *I like the Mexican cheese burger, but could I please get it with avocado on instead of cheese maybe?*
 - **Why it's best:**
 - "I like" starts on a positive note, which makes the request more pleasant.
 - "Could I please" is a polite and formal way to make a request.
 - "Maybe" softens the request, making it sound less demanding.
 - **Why not (7.2a):** *This Mexican cheese burger looks good, but perhaps you can replace the cheese with some avocado?*
 - "Perhaps you can" is not as polite as "Could I please."
 - It assumes the restaurant *can* do it rather than asking if they *would*.
 - **Why not (7.2c):** *I'm tempted by the Mexican cheese burger, but I dislike cheese so can I have avocado on it instead?*
 - "I dislike cheese" is a negative statement that might sound picky.
 - "Can I have" is less polite than "Could I please get."
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7.3 Waiter: *Ah, I'm afraid not, sir. We don't offer avocado as a topping.*

- **Chosen Response (7.3b):** *Well, would it be possible then to remove the cheese from the Mexican burger and maybe order a side of guacamole?*
 - **Why it's best:**
 - "Would it be possible" is a polite way to ask rather than assume.
 - "Maybe order a side of guacamole" makes the request sound flexible rather than demanding.
 - **Why not (7.3a):** *Okay, but why couldn't I just have the Mexican burger without cheese and also order some guacamole on the side?*
 - "Why couldn't I just have" sounds a bit argumentative rather than politely requesting an alternative.
 - "Also order" might make the sentence sound slightly forceful.
 - **Why not (7.3c):** *Fine, so how about if instead you bring me the Mexican burger but with no cheese and with a side order of guacamole?*
 - "Fine" sounds reluctant rather than cooperative.
 - "How about if instead you bring me" is wordy and a bit unnatural compared to (7.3b).
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7.4 Waiter: *We can do that, sir. Of course, the guacamole is extra – it's a £1.50 charge. Will that be alright?*

- **Chosen Response (7.4c):** *Yes, no problem!*
 - **Why it's best:**
 - "Yes" is a clear and direct acceptance.
 - "No problem!" expresses a positive attitude.
 - **Why not (7.4a):** *Sure, whatever!*
 - "Whatever!" sounds dismissive and rude.
 - **Why not (7.4b):** *Yeah, I guess so.*
 - "Yeah" is informal, which might not match the level of politeness expected in a restaurant.
 - "I guess so" sounds reluctant rather than polite.

Summary:

The selected responses (**7.1a, 7.2b, 7.3b, 7.4c**) are the most polite because they:

1. Use polite and formal language (e.g., "*Could I please,*" "*Would it be possible,*" "*No problem!*").
2. Avoid sounding demanding or argumentative.
3. Express appreciation and willingness to adapt.