

EA S 2024 Part1 Listening comprehension: 5 Coffee All Day

5. Coffee All Day

The following is a conversation between a bartender and a customer in a bar. The recording is in four sections. You will be able to read and hear the bartender and will only hear the customer. 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.

5.1 Listen, and choose the most polite response.

Bartender: **Hi, what can I get for you?**

Customer:

Option A Just a coffee, thanks!

Option B Give me a coffee.

Option C Coffee for me.

5.2 Listen, and choose the most polite response.

Bartender: **Ah, I'm afraid we're not doing coffee just now.**

Customer:

Option A Oh wait a minute! You have a sign outside saying coffee all day.

Option B Oh, I'm sorry. I thought the sign outside said you have coffee all day.

Option C Uh, I'm sure I saw a sign outside advertising all day coffee here.

5.3 Listen, and choose the most polite response.

Bartender: **Yeah, but the coffee machine is broken, so I'm afraid we can't make any.**

Customer:

Option A Then you should clearly take the sign down as it's false advertising.

Option B So, can I suggest you take the sign down or you'll disappoint your customers.

Option C Well, in that case you have to take out sign down as it's misleading.

5.4 Listen, and choose the most polite response.

Bartender: **You're right – I'll get that done. Can I get you something else?**

Customer:

Option A No, I was just after some coffee. I'll go somewhere else.

Option B I've a real urge for some coffee. I'll look for another place.

Option C Thanks, but I really wanted a cup of coffee. Another time.

Here's an explanation of why the selected responses (**5.1a**, **5.2b**, **5.3b**, **5.4c**) are the most polite, along with reasons the other options are less suitable.

5.1 Bartender: *Hi, what can I get for you?*

- **Chosen Response (5.1a):** *Just a coffee, thanks!*
 - **Why it's best:**
 - This response is polite and concise, with "thanks!" adding a courteous touch.
 - The tone is friendly without being too casual or abrupt, which fits well in customer-service interactions.
 - **Why not (5.1b):** *Give me a coffee.*
 - This sounds demanding and lacks any polite markers like "please" or "thanks."
 - It gives the impression of an order rather than a request, which can come across as rude.
 - **Why not (5.1c):** *Coffee for me.*
 - While not overtly rude, this is too blunt and lacks the basic politeness of a simple "please" or "thanks."
 - It feels transactional rather than friendly.

5.2 Bartender: *Ah, I'm afraid we're not doing coffee just now.*

- **Chosen Response (5.2b):** *Oh, I'm sorry. I thought the sign outside said you have coffee all day.*
 - **Why it's best:**
 - This starts with an apology ("I'm sorry"), showing understanding and avoiding confrontation.
 - The phrasing ("I thought the sign outside said...") is neutral, expressing confusion rather than frustration, which keeps the tone polite.
 - **Why not (5.2a):** *Oh wait a minute! You have a sign outside saying coffee all day.*
 - "Oh wait a minute!" sounds confrontational, as if the customer is challenging the bartender.
 - The tone feels impatient, lacking the politeness of an apology or softer phrasing.
 - **Why not (5.2c):** *Uh, I'm sure I saw a sign outside advertising all day coffee here.*
 - "I'm sure I saw" comes across as slightly accusatory, implying the bartender might be wrong.
 - The lack of an apology or softener makes it feel less courteous than (5.2b).

5.3 Bartender: *Yeah, but the coffee machine is broken, so I'm afraid we can't make any.*

- **Chosen Response (5.3b):** *So, can I suggest you take the sign down or you'll disappoint your customers?*
 - **Why it's best:**
 - This is framed as a polite suggestion ("Can I suggest...?"), which softens the feedback and makes it constructive rather than critical.
 - The concern about disappointing customers shows the customer's intentions are helpful, not confrontational.
 - **Why not (5.3a):** *Then you should clearly take the sign down as it's false advertising.*
 - "You should clearly" sounds bossy and accusatory, and "false advertising" is a strong term that could seem unnecessarily harsh.
 - It lacks the polite framing of a suggestion, making it feel like a demand.

- **Why not (5.3c):** *Well, in that case you have to take out sign down as it's misleading.*
 - "You have to" is forceful and leaves no room for polite negotiation.
 - Calling the sign "misleading" might seem overly critical, which can create tension.
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5.4 Bartender: *You're right – I'll get that done. Can I get you something else?*

- **Chosen Response (5.4c):** *Thanks, but I really wanted a cup of coffee. Another time.*
 - **Why it's best:**
 - Starting with "Thanks" acknowledges the bartender's effort, maintaining a polite and friendly tone.
 - "Another time" ends the conversation positively, suggesting the customer will return, which is courteous in a business context.
 - **Why not (5.4a):** *No, I was just after some coffee. I'll go somewhere else.*
 - This sounds abrupt and dismissive, with "I'll go somewhere else" cutting off the conversation somewhat coldly.
 - It lacks the warmth or gratitude present in (5.4c).
 - **Why not (5.4b):** *I've a real urge for some coffee. I'll look for another place.*
 - While slightly softer than (5.4a), it still focuses on leaving without any polite acknowledgment of the bartender's help.
 - The phrase "I'll look for another place" feels transactional and lacks the friendly closing of "Another time."
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Summary:

The selected responses (**5.1a, 5.2b, 5.3b, 5.4c**) are the most polite because they:

1. Use courteous language like "thanks," "I'm sorry," and "can I suggest."
2. Maintain a friendly, constructive tone even when expressing disappointment or giving feedback.
3. Avoid sounding confrontational, demanding, or dismissive, ensuring smooth, respectful interaction.