

High Level Listening
TRANSCRIPTS
with Kat and Mark

American Restaurant

Getting Seated with a Reservation

Hostess: Hi guys, how are we doing this evening?

Customer: Yeah, doing very well, thank you.

Hostess: Do you guys have a reservation for this evening?

Customer: Yes, we do. It should be under "Foley"

Hostess: Okay, Foley, Foley, F... F-O-L...?

Customer: That's right.

Hostess: Okay, uhm... yeah actually we have your reservation right here, table for 2?

Customer: Yes, please.

Hostess: Okay, we're gonna be right over here by the window.

Getting Seated - No Reservation

Hostess: Hi guys, welcome to Joe's, do you guys have a reservation with us?

Customer: No, we don't.

Hostess: Okay, absolutely no problem. Is it just the two of you?

Customer: Yeah, it's just us two.

Hostess: Okay, so right now the wait's going to be about twenty minutes, but I can check in the back real quick and see if we have an open table.... Okay, so I can actually squeeze you two in the back by the window, is that gonna be okay?

Customer: Yeah, that'd be great.

Waiting Time - Sit at the bar

Hostess: Hey guys, just to let you know there's gonna be about a 45-minute wait at the moment.

Customer: Yeah, we don't mind waiting. Do you mind if we sit at the bar?

Hostess: Yeah, sure that's no problem. Here's your buzzer and uhm, basically it'll let you know whenever your table's ready.

Customer: Okay, thank you.

Waiting Time - Leave

Hostess: Hey guys, just to let you know there's about a 45-minute wait time for food.

Customer: Mm, sorry that might be cutting it a bit close, we have to be somewhere in about an hour, sorry.

Hostess: Oh, okay, sorry about that guys.

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British Restaurant

Getting Seated - Reservation

Server: Evening, guys. Do you have a reservation?

Customer: Yeah, I think it should be under Kat, K-A-T.

Server: Okay, it says here it's for 4 people?

Customer: Yeah, one of our friends is gonna be late.

Server: Okay, no problem, would you like to follow me? I'll show you to the table.

Getting Seated - No Reservation

Server: Good evening. Do you have a reservation?

Customer: Ooh.. uh, no actually, we don't, sorry.

Server: That's no problem. Uh, we've got a table for two open at the moment.

Customer: Actually, it's gonna be four of us.

Server: Mm.. okay, I can see one that's just opened up now. D'you wanna follow me? I can take you over.

Waiting Time - Sit at the bar

Server: Hi guys, just so you know, there is a bit of a wait, we're looking at about 45 minutes for food. Is that alright?

Customer: Uhm, yeah do you think we can order a drink at the bar?

Server: Yeah that's no problem.

Waiting Time - Leave

Server: Hi there guys, just so you know there is wait of about 45 minutes on food, would that be okay?

Customer: Oh uhm, I don't know, what do you guys... well... no I mean we kinda don't really have ti... yeah, we're probably not going to be able to wait that long.

Server: Okay, sorry about that, we're really busy tonight.