

## The Role Play Cards

### Waiter

You are a waiter at Bragg's English Restaurant. You must be patient, polite and punctual at all times. Follow this order for the role play:

- 1) Show the customer to the table, give the menu and take orders for drinks.
- 2) Return with the drinks, serve the wine and take orders for starters and main course (ask: "What accompaniments would you like with your main course?")
- 3) Bring the starter.
- 4) Take away the starter and bring the main course.
- 5) Return to check everything is OK and offer more drinks.
- 6) Return to take their orders for dessert (ask: "With cream, ice-cream or custard?")
- 7) Bring the dessert.
- 8) Prepare the bill while the customer is eating dessert.
- 9) Wait for the customer to request the bill, take payment and show the customer out (if they give you a tip).

During the role play, the customers will have special characters. You should try to guess what is unusual about each customer.

#### Traditional restaurant – Customer A

You are a customer at Bragg's English Restaurant.

**Your character:**

You love this restaurant. It's your favourite. It was your idea to come here, and you're going to enjoy yourself, whatever happens. Order lots of everything!

During the meal, try to guess what is unusual about the other customers' characters.

#### Traditional restaurant – Customer B

You are a customer at Bragg's English Restaurant.

**Your character:**

You love complaining about anything – food, music, chairs, other people, the weather, etc. Make sure you complain about everything in the restaurant!

During the meal, try to guess what is unusual about the other customers' characters.

#### Traditional restaurant – Customer C

You are a customer at Bragg's English Restaurant.

**Your character:**

You love to talk, especially about food. Try to start a conversation about the food on the menu, and keep it going. Ask everybody's opinion, and agree with them as much as possible!

During the meal, try to guess what is unusual about the other customers' characters.

#### Traditional restaurant – Customer D

You are a customer at Bragg's English Restaurant.

**Your character:**

You are very worried about your health, and what you eat. You have read lots of terrible stories about how all the food on the menu can be bad for the health. Don't forget to tell everyone!

During the meal, try to guess what is unusual about the other customers' characters.

#### Traditional restaurant – Customer E

You are a customer at Bragg's English Restaurant.

**Your character:**

You are very mean, and hate spending money. Suggest a cheaper restaurant. Try to avoid ordering wine – get water. Order the cheapest things on the menu and try to get a reduction!

During the meal, try to guess what is unusual about the other customers' characters.

#### Traditional restaurant – Customer F

You are a customer at Bragg's English Restaurant.

**Your character:**

You have never been to a restaurant before. Everything is new to you. Ask for explanations about everything, such as the menu, the different food, the knife and fork, etc.

During the meal, try to guess what is unusual about the other customers' characters.