

Restaurant Time Management Role Play



Listen and complete the role play using the cues.

Sam (Manager)

Alex!/come here
/real problem

Listen/Table 2 ready
/Table 4 check
/Table 1 complaining/service

More! /Table 3 food ready
/Table 5/ wants drinks

Let's prioritize
/grab Table 3
/apologize Table 1

Yes/drinks Table 5
/take Table 2 order

Stay calm/I'll help
/focus your tables

Honest but positive
/apologize wait/food/ worth it!

Great!/smile/move quickly/don't panic

Alex (Server)

Oh no/what's happening
/crazy busy

Yikes!/lot to handle
/what else?

Oh gosh!/kitchen running behind
/what first?

Good idea!/Table 4 check
/been waiting?

Got it!/more complain
/feeling overwhelmed

Thanks!/explain delay/or apologize?

Perfect!/sounds better
/start Table 3

Thanks help!/confident now
/together!