English for baristas

1. Greet him and take his drink order

Hi! Quick one, I'm in a hurry.	No problem. What can I get started for you?

Good morning! What can I get started for you?	Next in line, please.	Anything else?

2. Ask the size and whether he wants it hot or iced

A latte. Large. Actually, make it a medium.	A medium latte. Hot or iced?
Can I get it with oat milk?	Sure. One medium oat milk latte.

What size would you like: small, medium or large?	Hot or iced?	Would you like regular milk, oat milk or almond milk?
Do you want an extra shot?		

3. Tell him his pastry is sold out and offer another

And a blueberry muffin, please.	Sorry, we're out of those. Would you like banana bread?
Banana bread is fine.	Great. Anything else?

Would you like something to eat with that?	I'm sorry, we're out of blueberry muffins.	We have banana bread or a croissant instead.

4. Ask for here or to go, and his name for the cup

To go, please.	Sure. And what's the name for the cup?
Frank. With an F, not Hank.	Frank, with an F. Got it.

Is that for here or to go?	What's the name for the cup?	Could you spell that for me, please?

5. Say the total and say goodbye

How much is that?	That's eight twenty-five. Card or cash?
Card. Thanks!	Thank you! Have a great day.

That'll be eight twenty-five.	Card or cash?	Sorry, that's not what you ordered. I'll make you a new one.
Have a great day!		

Serve an English-speaking customer at a coffee shop, an AI chatbot: kotokin.com/learn/english/english-for-baristas