

ENGLISH FOR WORK / ENGLISH FOR THE CAFE COUNTER

Baristas and Cafe Staff **English**

Precise orders. Better conversations.



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Eight practical lessons. Eleven extended conversations.

Vocabulary, phrase banks, guided speaking, and explained answers.

Revised 2026 edition / Upper-intermediate to advanced

Your route through the book

01 Taking a precise drink order, page 4

Separate size, temperature, and coffee choice, then give a concise read-back before the drink is made.

02 Comparing drinks without overclaiming, page 13

Compare drinks on the requested feature while distinguishing texture, espresso serving, and unsupported caffeine claims.

03 Clarifying milk, syrup, and allergy questions, page 24

Acknowledge an allergy, preserve the separate modification, and route the actual product and preparation questions for checking.

04 Managing the queue and pickup, page 34

Interrupt a mistaken pickup politely, match the ticket and drink, and explain readiness without inventing a wait.

05 Handling remakes and mistaken labels, page 46

Identify an order-label mismatch, request a checked remake, and keep timing and payment decisions separate.

06 Discussing coffee beans for home, page 56

Clarify the intended brewer, explain sensory wording, and avoid an irreversible choice based on an ambiguous request.

07 Explaining counter prices and sold-out items, page 67

Explain the complete comparison, retain an applicable upcharge, and offer a confirmed available item without pressure.

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Transfer drink, stock, and cash-check responsibilities while preserving the difference between counted, pending, and signed off.

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Suggested study range: B2-C1. This is an editorial study range, not a certified proficiency assessment.

Translate the menu into a clear choice.

Cafe shorthand is useful among colleagues but can confuse customers. Ask one precise question at a time, explain a comparison using the actual recipe, and keep the order details connected to the right cup.

Ask what the word means

Regular can describe a size, a coffee choice, or a familiar order. Check the intended meaning before using your own cafe convention.

"By regular, do you mean our middle size or non-decaf coffee?"

Compare one feature at a time

Foam, milk, espresso serving, flavor intensity, and caffeine are different features. Use the supplied recipe and avoid turning a texture comparison into an unsupported health or caffeine claim.

"These two small drinks use the same espresso serving; the latte has less foam."

Match the order, not just the name

A name can belong to more than one customer. Read back the ticket number and drink details, and separate a completed item from an order that is still in progress.

"Ticket 67: large iced decaf latte. That one is still being made."

Say what remains unchecked

An allergy query, remake time, grind request, or till reconciliation may still need a check. Explain the next step and keep a proposed action distinct from a finished result.

"I will check the current product and preparation arrangements with our lead."

Professional boundaries

All cafes, recipes, tickets, prices, and incidents are fictional. This book teaches workplace English, not food-safety certification, medical advice, equipment operation, or cash-control procedures. Follow actual product information, local requirements, workplace allergen controls, equipment instructions, and payment rules. No example authorizes serving an unverified drink or bypassing a required check.

A Read the situation

LESSON 01 / TAKING A PRECISE DRINK ORDER

Separate size, temperature, and coffee choice, then give a concise read-back before the drink is made.

What does regular mean?

At this fictional cafe, regular is the middle cup size. Customer Alex asks for a regular latte, meaning non-decaf coffee rather than a particular size. Barista Nia has not started the drink. When asked separately, Alex chooses a small hot latte, non-decaf, with the standard dairy milk and no syrup, to take away. The task is to resolve the ambiguous word without correcting the customer as if there were one universal cafe vocabulary. No price, exact temperature, or caffeine quantity is supplied.

People: Nia, Counter barista; Alex, Customer; Sam, Bar barista.

Read the record

Choose one answer per question using the facts above.

1. What does regular mean on this cafe menu?

- A. Small everywhere
- B. The only available milk
- C. The middle size
- D. A universal caffeine amount

2. What did Alex initially mean?

- A. A middle-size cup
- B. An iced drink
- C. An extra espresso serving
- D. Non-decaf coffee

3. Which order is confirmed?

- A. Middle iced decaf latte
- B. Large hot latte with vanilla
- C. Small iced latte with oat drink
- D. Small hot non-decaf latte, standard dairy milk, no syrup, takeaway

[Answers and explanations, page 102](#)

B Vocabulary in use

CORE TERMS

barista

Worker who prepares and serves coffee drinks.
ask the barista

cup size

Named or measured capacity option for a drink.
clarify the cup size

small

Cafe-defined size below its larger options.
order a small latte

iced

Served with ice according to the drink recipe.
make an iced latte

decaf

Coffee processed to remove most caffeine, not necessarily all.
request decaf

espresso

Concentrated coffee brewed by forcing hot water through ground coffee under pressure.
prepare espresso

drink order

Specified beverage and selected variations.
confirm the drink order

regular

Context-dependent label that may describe size or coffee choice.
clarify regular

hot

Prepared as a hot drink rather than an iced version.
confirm hot or iced

non-decaf

Coffee not sold as decaffeinated.
specify non-decaf coffee

latte

Espresso-based drink with milk; proportions depend on the recipe.
order a latte

shot

Cafe serving of espresso, with size defined by its recipe.
confirm the shot count

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

barista **BARISTA**

ask the barista

Keep the meaning precise: Worker who prepares and serves coffee drinks.

hot **HOT**

confirm hot or iced

Keep the meaning precise: Prepared as a hot drink rather than an iced version.

B Precision and professional shorthand

EXTEND YOUR RANGE

standard milk

Milk used by default in a particular recipe.

identify the standard milk

plant-based drink

Beverage made from plant ingredients and used as a milk alternative.

check a plant-based drink

modifier

Order detail that changes the standard item.

enter the modifier

for here

Order intended for consumption on the premises.

ask for here or to go

clarifying question

Question that resolves a specific uncertainty.

ask a clarifying question

order entry

Recording of the selected item and its details.

check the order entry

dairy milk

Milk from an animal source rather than a plant-based drink.

specify dairy milk

syrup

Liquid flavoring or sweetener added to a drink.

omit the syrup

takeaway

Order intended to be taken away from the premises.

mark as takeaway

read-back

Spoken repetition used to confirm the received order.

give a read-back

size convention

Local system for naming cup sizes.

explain the size convention

preparation start

Point at which making the drink begins.

confirm before preparation start

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

shot **SHOT**

confirm the shot count

Keep the meaning precise: Cafe serving of espresso, with size defined by its recipe.

modifier **MODIFIER**

enter the modifier

Keep the meaning precise: Order detail that changes the standard item.

Phrases that move the work forward

Resolve the first word

When you say regular, do you mean size or non-decaf?

Ask for size

Would you like small, regular, or large?

Confirm coffee choice

Non-decaf coffee, correct?

Check syrup

Any syrup, or none?

Repeat the core order

One small hot latte with non-decaf coffee.

Confirm the milk

Standard dairy milk for this order.

Pause preparation

I will confirm the details before we make it.

Acknowledge the clarification

Thanks; I understand which meaning you intended.

Explain the local label

Here, regular is our middle size.

Separate temperature

Would you like that hot or iced?

Ask about milk

Would you like our standard dairy milk?

Check destination

Is that for here or to take away?

Keep the omission explicit

No syrup in that one.

Invite a correction

Have I got all of that right?

Correct the size

Small, not our regular size.

Close the read-back

Small, hot, non-decaf, standard milk, no syrup, takeaway.

Precision in real exchanges

Purpose: Separate temperature

Useful wording: Would you like that hot or iced?

Purpose: Confirm coffee choice

Useful wording: Non-decaf coffee, correct?

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which question directly resolves the ambiguity?

- A.** Shall I make the usual?
- B.** Is regular always hot?
- C.** Do you mean our middle size or non-decaf coffee?
- D.** You mean medium, obviously?

2. Which statement overclaims?

- A.** Regular is our middle size here.
- B.** Alex wants a small drink.
- C.** The drink has not been started.
- D.** Non-decaf tells me the exact caffeine quantity.

3. A colleague needs the term for this meaning: Context-dependent label that may describe size or coffee choice. Which term fits?

- A.** plant-based drink
- B.** regular
- C.** clarifying question
- D.** decaf

4. Rebuild the exchange from "What does regular mean?". Alex: "Hot, please. Just the usual coffee in it, with no extra shot." Nia: [missing response] Alex: "What does it normally come with? I couldn't read that part of the menu either." Which response belongs in the gap?

- A.** Small, hot, non-decaf. What would you like for milk?
- B.** I'll mark no syrup. You're taking it with you, right?
- C.** Our standard is dairy milk. Is that all right?
- D.** No problem. A small latte. Would you like it hot or iced?

[Answers and explanations, page 102](#)

One useful distinction

Regular is not a reliable substitute for a complete order. In this cafe it names a size, but Alex means non-decaf. Ask which meaning is intended, then confirm the remaining choices separately.

E Conversation

What does regular mean?

Alex uses regular to mean non-decaf; this cafe uses it for a size. Nia confirms the order before handing it to Sam at the bar.

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

regular / no syrup / ticket / takeaway / read-back / small / middle size / dairy milk / non-decaf / hot

- 01 **Alex:** Could I get a regular latte to go? Just the one, please.
- 02 **Nia:** Of course. By ¹ _____, do you mean our middle size, or coffee that isn't decaf?
- 03 **Alex:** Not decaf. A small cup would be plenty. Sorry, I couldn't see the sizes from the back of the queue.
- 04 **Nia:** No problem. A ² _____ latte. Would you like it hot or iced?
- 05 **Alex:** Hot, please. Just the usual coffee in it, with no extra shot.
- 06 **Nia:** Small, hot, ³ _____. What would you like for milk?
- 07 **Alex:** What does it normally come with? I couldn't read that part of the menu either.
- 08 **Nia:** Our standard is ⁴ _____. Is that all right?
- 09 **Alex:** Yes, that's fine. And no vanilla or anything sweet, please.
- 10 **Nia:** I'll mark ⁵ _____. You're taking it with you, right?

Conversation continues on the next page.

What does regular mean?

CONVERSATION / CONTINUED

- 11 **Alex:** Yes, thanks. I did say that at the start, but it's quite noisy here.
- 12 **Nia:** You did. I've got ⁶ _____ on the ticket. Sam, this one isn't ready to make yet; I'm just checking the details.
- 13 **Sam:** Thanks. I haven't started it. I can see small on the ticket now; I heard regular earlier.
- 14 **Nia:** Yes, Alex meant the coffee, not our ⁷ _____. The order is for a small.
- 15 **Alex:** That's right. And still hot, please. I only changed what I called the size.
- 16 **Sam:** Still ⁸ _____. I'll wait for Nia to finish checking the ticket before I make it.
- 17 **Alex:** Could you run through the whole thing once more? I don't want to hold everyone up with a remake.
- 18 **Nia:** Here's the ⁹ _____: one small hot latte, non-decaf, standard dairy milk, no syrup, to go.
- 19 **Alex:** Exactly that. Thanks for checking instead of just giving me the middle cup.
- 20 **Nia:** Great, the ¹⁰ _____ matches. Sam, you can use that order now. Alex, I'll take your payment here.

CHECK THE GAPS

1. regular / 2. small / 3. non-decaf / 4. dairy milk / 5. no syrup / 6. takeaway / 7. middle size / 8. hot / 9. read-back / 10. ticket

[Why these answers fit, page 103](#)

F Check accuracy and scope

What does regular mean?

Return to the case

At this fictional cafe, regular is the middle cup size. Customer Alex asks for a regular latte, meaning non-decaf coffee rather than a particular size. Barista Nia has not started the drink. When asked separately, Alex chooses a small hot latte, non-decaf, with the standard dairy milk and no syrup, to take away. The task is to resolve the ambiguous word without correcting the customer as if there were one universal cafe vocabulary. No price, exact temperature, or caffeine quantity is supplied.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. Which correction preserves Alex's request?

- A. Iced because the order changed.
- B. Small, not regular size; still non-decaf.
- C. Regular size, now decaf.
- D. Large because regular was ambiguous.

2. Why read the order back?

- A. To verify the combined choices before preparation
- B. To guarantee a serving time
- C. To establish a price not listed
- D. To replace the need for any product checks

[Answers and explanations, page 104](#)

Listen for the distinction

Repeat the final order in this order: size, temperature, coffee choice, milk, syrup, destination.

A clarification can sound welcoming

A short either-or question is often easier to answer than a list of technical terms. Explain your local size name without suggesting the customer used English incorrectly. Confirm choices in the same order each time so the read-back is easy to follow.

F Say it / transfer to a new case

Confirm a different ambiguous order

Customer Jo calls their usual order regular coffee, then explicitly clarifies that it must be decaf. After separate questions, Jo chooses a large iced latte with oat drink. Use these four confirmed details.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

iced / decaf / large / oat drink

- 01 **Barista:** The coffee choice is ¹ _____.
- 02 **Customer:** The size should be ² _____.
- 03 **Barista:** The drink should be ³ _____.
- 04 **Customer:** Please use ⁴ _____.

CHECK THE GAPS

1. decaf / 2. large / 3. iced / 4. oat drink

[Why these answers fit, page 105](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "What does regular mean?". Sam: "Thanks. I haven't started it. I can see small on the ticket now; I heard regular earlier." Nia: [missing response] Alex: "That's right. And still hot, please. I only changed what I called the size." Which response belongs in the gap?

- A.** Here's the read-back: one small hot latte, non-decaf, standard dairy milk, no syrup, to go.
- B.** Yes, Alex meant the coffee, not our middle size. The order is for a small.
- C.** Of course. By regular, do you mean our middle size, or coffee that isn't decaf?
- D.** Great, the ticket matches. Sam, you can use that order now. Alex, I'll take your payment here.

[Answers and explanations, page 105](#)

A Read the situation

LESSON 02 / COMPARING DRINKS WITHOUT OVERCLAIMING

Compare drinks on the requested feature while distinguishing texture, espresso serving, and unsupported caffeine claims.

Less foam, not more caffeine

Customer Morgan is choosing between the small latte and small cappuccino at this fictional cafe. Both recipes use the same espresso serving. The cappuccino has more foam; the latte has more liquid milk. Morgan wants less foam, not an extra espresso serving or a claim about caffeine. Barista Sora must explain the practical difference and recommend the option matching that preference. The recipes describe this cafe only. No laboratory caffeine measurement, universal cup proportion, or health recommendation is supplied.

People: Morgan, Customer; Sora, Barista.

Read the record

Choose one answer per question using the facts above.

1. Which feature does Morgan want less of?

- A. Caffeine established by measurement
- B. Espresso servings
- C. Liquid milk
- D. Foam

2. What is the same in both recipes?

- A. The liquid milk volume
- B. The espresso serving
- C. The amount of foam
- D. The amount of liquid milk

3. Which option matches the stated preference?

- A. An extra-shot order not requested
- B. No option can be compared
- C. The small latte
- D. The small cappuccino because it has more foam

[Answers and explanations, page 106](#)

B Vocabulary in use

CORE TERMS

cappuccino

Espresso drink with milk and foam, made to a particular cafe recipe.

compare the cappuccino

liquid milk

Milk considered separately from its aerated foam.

compare liquid milk

texture

How a drink feels in the mouth.

compare the texture

body

Perceived weight or fullness of a drink.

describe the body

caffeine content

Amount of caffeine in a specified quantity or serving.

avoid guessing caffeine content

shot count

Number of recipe-defined espresso servings requested.

confirm the shot count

foam

Aerated layer or texture containing bubbles in milk or another liquid.

reduce the foam

microfoam

Milk foam with very small bubbles and a smooth texture.

describe microfoam

mouthfeel

Sensation of a drink in the mouth beyond its flavor.

describe the mouthfeel

flavor intensity

Perceived strength of taste or aroma.

compare flavor intensity

espresso serving

Recipe-defined amount of prepared espresso used in a drink.

use the same espresso serving

milk proportion

Share of a drink made up by milk.

compare the milk proportion

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

cappuccino CAPPUCCINO

compare the cappuccino

Keep the meaning precise: Espresso drink with milk and foam, made to a particular cafe recipe.

mouthfeel MOUTHFEEL

describe the mouthfeel

Keep the meaning precise: Sensation of a drink in the mouth beyond its flavor.

B Precision and professional shorthand

EXTEND YOUR RANGE

dry dose

Mass of dry ground coffee used for a brew.

weigh the dry dose

beverage yield

Mass of brewed coffee collected, excluding the cup.

record beverage yield

steam wand

Machine part used to introduce steam into milk.

identify the steam wand

crema

Foam-like surface layer produced on espresso during extraction.

distinguish crema from milk foam

concentration

Amount of a substance relative to the quantity of liquid.

distinguish concentration from serving amount

TDS

Total dissolved solids; a measure of beverage concentration, not a direct caffeine measurement.

measure coffee TDS

like-for-like

Comparing items on the same relevant basis.

make a like-for-like comparison

aeration

Incorporation of air into a liquid.

describe milk aeration

milk pitcher

Vessel used to hold milk during preparation.

identify the milk pitcher

extraction

Transfer of soluble coffee compounds into brewing water.

discuss extraction

extra shot

Additional espresso serving beyond the recipe.

request an extra shot

recipe variation

Difference in formulation between drinks or cafes.

allow for recipe variation

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

milk proportion MILK PROPORTION

compare the milk proportion

Keep the meaning precise: Share of a drink made up by milk.

steam wand STEAM WAND

identify the steam wand

Keep the meaning precise: Machine part used to introduce steam into milk.

C Phrases that move the work forward

Name the comparison

Are you comparing our small latte and small cappuccino?

State the shared feature

Both use the same espresso serving here.

Explain the latte

Our small latte has more liquid milk.

Limit the claim

I am describing our recipes, not every cafe.

Clarify strong

By stronger, do you mean flavor or caffeine?

Keep the size consistent

I am comparing the two small sizes.

Use accessible language

Texture means how it feels in your mouth.

Check understanding

Does the less-foamy option sound closer to what you want?

Ask about preference

Is it the foam you would like less of?

Explain the cappuccino

Our small cappuccino has more foam.

Recommend on evidence

The latte better matches your preference for less foam.

Separate features

Foam and caffeine are different questions.

Avoid a false measurement

I do not have a measured caffeine figure for these drinks.

Confirm no extra shot

You are not asking for an additional espresso serving.

Separate crema

The espresso surface layer is not the same as milk foam.

Close the choice

A small latte, based on your preference for less foam.

Precision in real exchanges

Purpose: Explain the cappuccino

Useful wording: Our small cappuccino has more foam.

Purpose: Explain the latte

Useful wording: Our small latte has more liquid milk.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which recommendation is best supported?

- A.** Choose the cappuccino because it has less foam.
- B.** Choose the latte because it contains an extra espresso serving.
- C.** Choose a large latte because only the drink name matters.
- D.** Choose the latte if less foam is your priority.

2. Which statement preserves scope?

- A.** Small always means one fixed volume.
- B.** Both drinks have the same milk and foam amounts.
- C.** In our small recipes, the espresso serving is the same.
- D.** All cappuccinos use the same recipe worldwide.

3. A colleague needs the term for this meaning: Milk foam with very small bubbles and a smooth texture. Which term fits?

- A.** beverage yield
- B.** microfoam
- C.** caffeine content
- D.** concentration

4. Rebuild the exchange from "Less foam, not more caffeine". Morgan: "So it feels less airy? I like the milk, just not a thick layer sitting on top." Sora: [missing response] Morgan: "People keep telling me cappuccino is stronger. Does that mean another shot?" Which response belongs in the gap?

- A.** Yes, this is a like-for-like comparison: our small latte and our small cappuccino.
- B.** If you prefer less foam, our small latte would be a good choice.
- C.** I will keep the standard shot count. Less foam does not require an extra shot.
- D.** Yes, that is the texture difference. The cappuccino is the foamier of these two.

[Answers and explanations, page 106](#)

One useful distinction

More foam does not mean more espresso. Here, the two small recipes contain the same espresso serving. Match the requested texture without promising an exact caffeine amount or making claims about every cafe.

E Conversation

Less foam, not more caffeine

Less foam, not more caffeine

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

milk proportion / less foam / texture / like-for-like / shot count / stronger / preference /
recipe variation / same espresso serving / extra shot

- 01 **Morgan:** I normally get a cappuccino, but I often leave half the foam. Would a latte suit me better?
- 02 **Sora:** If you prefer ¹ _____, our small latte would be a good choice.
- 03 **Morgan:** Is that because it has more coffee in it, or is it just the milk?
- 04 **Sora:** These two small drinks use the ² _____. The latte has more liquid milk and less foam.
- 05 **Morgan:** So it feels less airy? I like the milk, just not a thick layer sitting on top.
- 06 **Sora:** Yes, that is the ³ _____ difference. The cappuccino is the foamier of these two.
- 07 **Morgan:** People keep telling me cappuccino is stronger. Does that mean another shot?
- 08 **Sora:** Not in these recipes. By ⁴ _____, people may mean that the coffee flavor stands out more.
- 09 **Morgan:** I mean the flavor, really. I do not want you to add extra coffee to make the latte less foamy.
- 10 **Sora:** I will keep the standard ⁵ _____. Less foam does not require an extra shot.

Conversation continues on the next page.

Less foam, not more caffeine

CONVERSATION / CONTINUED

- 11 **Morgan:** Good. Are we comparing the small drinks? The latte I had elsewhere came in a much bigger cup.
- 12 **Sora:** Yes, this is a ⁶ _____ comparison: our small latte and our small cappuccino.
- 13 **Morgan:** That helps. More milk might soften the taste a little, then?
- 14 **Sora:** The ⁷ _____ changes the balance. The latte is the milkier option in this comparison.
- 15 **Morgan:** All right, a small latte sounds closer to what I enjoy. Just the standard version.
- 16 **Sora:** That fits your ⁸ _____. No extra coffee and no changes beyond the drink you selected.
- 17 **Morgan:** At another cafe, should I ask the same question about foam rather than rely on the name?
- 18 **Sora:** That can help. There is ⁹ _____ between cafes, especially when you compare different sizes.
- 19 **Morgan:** Thanks. I will have the small latte here, then. I do not need a caffeine figure.
- 20 **Sora:** One small latte, with no ¹⁰ _____. I will use the standard recipe we have just compared.

CHECK THE GAPS

1. less foam / 2. same espresso serving / 3. texture / 4. stronger / 5. shot count / 6. like-for-like / 7. milk proportion / 8. preference / 9. recipe variation / 10. extra shot

[Why these answers fit, page 107](#)

F Check accuracy and scope

Less foam, not more caffeine

Return to the case

Customer Morgan is choosing between the small latte and small cappuccino at this fictional cafe. Both recipes use the same espresso serving. The cappuccino has more foam; the latte has more liquid milk. Morgan wants less foam, not an extra espresso serving or a claim about caffeine. Barista Sora must explain the practical difference and recommend the option matching that preference. The recipes describe this cafe only. No laboratory caffeine measurement, universal cup proportion, or health recommendation is supplied.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. What should Sora clarify if asked for stronger?

- A. Whether Morgan wants a smaller cup
- B. A guaranteed caffeine figure from appearance
- C. Whether Morgan means flavor or caffeine
- D. Whether Morgan wants the same cup size

2. Which feature is not established?

- A. More liquid milk in the latte
- B. The same espresso serving
- C. Exact caffeine content in milligrams
- D. More foam in the cappuccino

[Answers and explanations, page 108](#)

Listen for the distinction

Swap roles and say Morgan's stronger question followed by Sora's clarification.

Explain the contrast the customer needs

Specialist vocabulary can help when it answers a specific question. Start with the visible difference, such as more foam or more liquid milk. Add terms like texture only after connecting them to the customer preference. Avoid making taste sound objectively better or worse.

F Say it / transfer to a new case

Match a different texture preference

At another fictional cafe, both small drinks use one espresso serving. The cappuccino has more foam; the latte has less. Customer Rei wants more foam, with no added espresso.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

cappuccino / one / extra shot / foam

- 01 **Barista:** The closer match is the ¹ _____.
- 02 **Customer:** I want more ² _____, not more coffee.
- 03 **Barista:** Both small recipes use ³ _____ espresso serving.
- 04 **Customer:** Please do not add an ⁴ _____.

CHECK THE GAPS

1. cappuccino / 2. foam / 3. one / 4. extra shot

[Why these answers fit, page 109](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "Less foam, not more caffeine". Morgan: "That helps. More milk might soften the taste a little, then?" Sora: [missing response] Morgan: "All right, a small latte sounds closer to what I enjoy. Just the standard version." Which response belongs in the gap?

- A.** I will keep the standard shot count. Less foam does not require an extra shot.
- B.** The milk proportion changes the balance. The latte is the milkier option in this comparison.
- C.** That can help. There is recipe variation between cafes, especially when you compare different sizes.
- D.** That fits your preference. No extra coffee and no changes beyond the drink you selected.

[Answers and explanations, page 110](#)

Review 1 / Meaning and context

Use language from the lessons you have completed. Choose one answer per question.

Case file

Revisit "Taking a precise drink order" and "Comparing drinks without overclaiming". Choose precise terminology, then reconstruct the missing responses using both neighboring turns. The final two questions also revisit earlier conversations.

1. A colleague needs the term for this meaning: Named or measured capacity option for a drink. Which term fits?

- A. read-back
- B. dairy milk
- C. cup size
- D. non-decaf

2. A colleague needs the term for this meaning: Perceived strength of taste or aroma. Which term fits?

- A. crema
- B. cappuccino
- C. flavor intensity
- D. dry dose

Review 1 / Meaning and context / continued

3. Rebuild the exchange from "What does regular mean?". Alex: "Yes, that's fine. And no vanilla or anything sweet, please." Nia: [missing response] Alex: "Yes, thanks. I did say that at the start, but it's quite noisy here." Which response belongs in the gap?

- A.** No problem. A small latte. Would you like it hot or iced?
- B.** Our standard is dairy milk. Is that all right?
- C.** I'll mark no syrup. You're taking it with you, right?
- D.** Small, hot, non-decaf. What would you like for milk?

4. Rebuild the exchange from "Less foam, not more caffeine". Morgan: "At another cafe, should I ask the same question about foam rather than rely on the name?" Sora: [missing response] Morgan: "Thanks. I will have the small latte here, then. I do not need a caffeine figure." Which response belongs in the gap?

- A.** That fits your preference. No extra coffee and no changes beyond the drink you selected.
- B.** The milk proportion changes the balance. The latte is the milkier option in this comparison.
- C.** I will keep the standard shot count. Less foam does not require an extra shot.
- D.** That can help. There is recipe variation between cafes, especially when you compare different sizes.

[Answers and explanations, page 141](#)

A Read the situation

LESSON 03 / CLARIFYING MILK, SYRUP, AND ALLERGY QUESTIONS

Acknowledge an allergy, preserve the separate modification, and route the actual product and preparation questions for checking.

Oat does not settle the question

Customer Priya reports a milk allergy and asks for an oat latte without vanilla syrup. Barista Leo knows oat drink is available but has not checked the current carton ingredients or the shared-equipment arrangements. Shift lead Amina is available to review the request through the cafe allergy procedure. No drink has been prepared or consumed, and no reaction is reported. Leo must communicate what needs checking without claiming that oat, plant-based, or no vanilla automatically establishes suitability.

People: Priya, Customer; Leo, Barista.

Read the record

Choose one answer per question using the facts above.

1. Which allergy is reported?

- A.** No allergy, only preference
- B.** Milk
- C.** Oats established as an allergy
- D.** Vanilla established as an allergy

2. What has Leo verified so far?

- A.** Oat drink is available
- B.** The complete drink is suitable
- C.** Shared-equipment controls are checked
- D.** The current carton has no relevant allergens

3. Who can review the request?

- A.** The cashier without checking the preparation
- B.** Nobody identified in the brief
- C.** Amina, the shift lead
- D.** The supplier label without reviewing preparation

[Answers and explanations, page 111](#)

B Vocabulary in use

CORE TERMS

food allergy

Immune-system reaction to a food that can cause serious harm.

report a food allergy

allergen

Substance capable of triggering an allergic reaction.

identify the reported allergen

ingredient list

Product information identifying its ingredients.

check the ingredient list

product formulation

Ingredients and composition of a particular product.

verify the product formulation

shared equipment

Equipment used for more than one product or ingredient type.

check shared equipment

allergy procedure

Workplace process for receiving and handling allergy requests.

follow the allergy procedure

milk allergy

Allergy to milk proteins, not simply a preference against milk.

communicate a milk allergy

cross-contact

Unintended introduction of an allergen into food or drink.

assess cross-contact

current carton

Actual carton being used now, not an earlier product version.

check the current carton

supplier change

Change in the source or supplied product.

check after a supplier change

preparation arrangement

Actual method and controls used to prepare an order.

verify preparation arrangements

shift lead

Person leading the team during the current shift.

consult the shift lead

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

food allergy **FOOD ALLERGY**

report a food allergy

Keep the meaning precise: Immune-system reaction to a food that can cause serious harm.

current carton **CURRENT CARTON**

check the current carton

Keep the meaning precise: Actual carton being used now, not an earlier product version.

B Precision and professional shorthand

EXTEND YOUR RANGE

suitability

Whether a product and its preparation meet the stated need.

avoid assuming suitability

oat drink

Beverage made using oats, with other ingredients varying by product.

check the oat drink

omission

Instruction to leave out a specified component.

record the omission

advisory statement

Precautionary label information about possible allergen presence.

read the advisory statement

ingredient verification

Checking the relevant information for the actual product.

complete ingredient verification

unverified

Not yet established by the required check.

mark suitability unverified

availability

Whether an item can currently be supplied.

confirm availability

vanilla syrup

Vanilla-flavored liquid ingredient whose formulation must be checked.

omit vanilla syrup

contains statement

Label statement identifying specified allergens in a product.

review the contains statement

milk protein

Protein from milk that may be relevant to milk allergy.

identify milk proteins

allergy flag

Record or signal identifying an allergy-related order.

preserve the allergy flag

customer update

Message explaining the current status and next step.

give a customer update

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

shift lead **SHIFT LEAD**

consult the shift lead

Keep the meaning precise: Person leading the team during the current shift.

omission **OMISSION**

record the omission

Keep the meaning precise: Instruction to leave out a specified component.

Phrases that move the work forward

Acknowledge the allergy

Thank you for telling me about your milk allergy.

State availability

We have oat drink available.

Name the first check

I need to check the current product information.

Identify shared equipment

I have not yet verified the shared-equipment arrangements.

Avoid an assurance

I cannot confirm this drink is suitable yet.

Explain the pause

We need the relevant checks before making a suitability statement.

Reject a shortcut

Leaving out syrup does not settle the milk-allergy question.

Promise communication

I will return with the result of the check.

Keep the modification

You also want no vanilla syrup.

Separate suitability

Availability does not confirm suitability for your allergy.

Name the second check

We also need to check our preparation arrangements.

Involve the lead

I will ask Amina to review this through our allergy procedure.

Keep the request together

Oat latte, no vanilla, reported milk allergy.

Avoid an old label

We need information for the product in use now.

Give a status update

The request is being checked; there is no confirmed outcome yet.

Preserve the boundary

I will not describe an unchecked drink as allergy-safe.

Precision in real exchanges

Purpose: Separate suitability

Useful wording: Availability does not confirm suitability for your allergy.

Purpose: Name the first check

Useful wording: I need to check the current product information.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which response is best?

- A.** No vanilla removes every milk risk.
- B.** A familiar carton is enough without checking.
- C.** We have oat drink, but I need to check the product and preparation for your milk allergy.
- D.** Oat always means allergy-safe.

2. What does no vanilla establish?

- A.** A verified milk-free preparation system
- B.** A confirmed reaction
- C.** A complete ingredient assessment
- D.** A request to omit that syrup

3. A colleague needs the term for this meaning: Unintended introduction of an allergen into food or drink. Which term fits?

- A.** shared equipment
- B.** oat drink
- C.** ingredient verification
- D.** cross-contact

D Choose the response that fits / continued

4. Rebuild the exchange from "Oat does not settle the question". Priya: "What do you need to check? I have not ordered here before." Leo: [missing response] Priya: "Do you use the same equipment for dairy and oat drinks? I can see both behind the counter." Which response belongs in the gap?

- A.** We need the ingredient list and other relevant information for the carton in use now. I will not rely on what an earlier product contained.
- B.** Thank you for telling me. I will keep the milk allergy clearly attached to the request, as well as the instruction not to add vanilla.
- C.** You are welcome. I will now take the full request to Amina under our allergy procedure, keeping the allergy and the separate no-vanilla instruction together.
- D.** I will give you a customer update after the review. If something remains unknown, I will say that clearly instead of filling in the gap.

[Answers and explanations, page 111](#)

One useful distinction

No vanilla is an omission instruction. Milk allergy is a safety-related disclosure. Keep both in the message; neither replaces the need to check the actual oat product and preparation arrangements.

E Conversation

Oat does not settle the question

Oat does not settle the question

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

milk allergy / shift lead / allergy procedure / shared equipment / availability /
customer update / suitability / omission / allergy flag / ingredient list

- 01 **Priya:** Could I have an oat latte without vanilla syrup? I also need to tell you that I have a milk allergy.
- 02 **Leo:** Thank you for telling me. I will keep the ¹ _____ clearly attached to the request, as well as the instruction not to add vanilla.
- 03 **Priya:** Do you have oat drink today? I can see it mentioned on the menu, but I know products sometimes change.
- 04 **Leo:** We do have it. That confirms ² _____, but I have not checked the current carton or our preparation arrangements for your allergy.
- 05 **Priya:** What do you need to check? I have not ordered here before.
- 06 **Leo:** We need the ³ _____ and other relevant information for the carton in use now. I will not rely on what an earlier product contained.
- 07 **Priya:** Do you use the same equipment for dairy and oat drinks? I can see both behind the counter.
- 08 **Leo:** Yes. We need to check the ⁴ _____ and the actual arrangements for this order. I have not verified those details yet.
- 09 **Priya:** Thank you for being clear. Please keep the no-vanilla part on the order as well; that is still what I would like.
- 10 **Leo:** Certainly. The ⁵ _____ stays on the request. Removing that syrup alone would not answer the milk-allergy question for the rest of the drink.

Conversation continues on the next page.

Oat does not settle the question

CONVERSATION / CONTINUED

- 11 **Priya:** Who can help check it? I would rather wait for a clear answer than have different people making different assumptions.
- 12 **Leo:** Amina is our ⁶ _____. I will ask her to review both the product information and preparation arrangements through our allergy procedure.
- 13 **Priya:** Please make sure she knows it is an allergy, not just that I prefer oat.
- 14 **Leo:** I will say: oat latte, no vanilla syrup, reported milk allergy. The ⁷ _____ must remain distinct from the choice of oat drink.
- 15 **Priya:** All right. So I should wait for her answer before ordering the drink?
- 16 **Leo:** Correct. The drink's ⁸ _____ is not confirmed yet. I do not want my explanation of the next step to sound like a guarantee.
- 17 **Priya:** Understood. Nothing has been made for me yet, so please come back with the result before we go any further.
- 18 **Leo:** I will give you a ⁹ _____ after the review. If something remains unknown, I will say that clearly instead of filling in the gap.
- 19 **Priya:** Thank you. I will wait here while you ask her.
- 20 **Leo:** You are welcome. I will now take the full request to Amina under our ¹⁰ _____, keeping the allergy and the separate no-vanilla instruction together.

CHECK THE GAPS

1. milk allergy / **2.** availability / **3.** ingredient list / **4.** shared equipment / **5.** omission / **6.** shift lead / **7.** allergy flag / **8.** suitability / **9.** customer update / **10.** allergy procedure

[Why these answers fit, page 112](#)

F Check accuracy and scope

Oat does not settle the question

Return to the case

Customer Priya reports a milk allergy and asks for an oat latte without vanilla syrup. Barista Leo knows oat drink is available but has not checked the current carton ingredients or the shared-equipment arrangements. Shift lead Amina is available to review the request through the cafe allergy procedure. No drink has been prepared or consumed, and no reaction is reported. Leo must communicate what needs checking without claiming that oat, plant-based, or no vanilla automatically establishes suitability.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. Which summary should reach Amina?

- A. Oat latte already approved
- B. Customer has consumed the wrong drink
- C. Oat latte, no vanilla, reported milk allergy; relevant checks pending
- D. Regular latte, customer dislikes sweet drinks

2. Which claim is unsupported?

- A. No drink has been consumed.
- B. The complete drink is suitable for Priya's allergy.
- C. Oat drink is available.
- D. Amina can review the request.

[Answers and explanations, page 114](#)

Listen for the distinction

Repeat Leo's handoff to Amina using all three request details.

A clear limitation is respectful

A customer may hear yes, we have oat as yes, this is suitable for you. State availability and suitability separately. Acknowledge the allergy directly and explain who will check the actual ingredients and preparation arrangements, without asking the customer to approve an unknown risk.

F Say it / transfer to a new case

Keep a new allergy request intact

Customer Noor requests a soy latte without caramel and reports a sesame allergy. Lead Rosa is available. Product and preparation checks are incomplete.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

unconfirmed / Rosa / sesame / caramel

- 01 **Barista:** The reported allergy is ¹ _____.
- 02 **Customer:** Please leave out ² _____.
- 03 **Barista:** The lead available to review this is ³ _____.
- 04 **Barista:** Suitability remains ⁴ _____.

CHECK THE GAPS

1. sesame / 2. caramel / 3. Rosa / 4. unconfirmed

[Why these answers fit, page 114](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "Oat does not settle the question". Priya: "Please make sure she knows it is an allergy, not just that I prefer oat." Leo: [missing response] Priya: "All right. So I should wait for her answer before ordering the drink?" Which response belongs in the gap?

- A.** I will say: oat latte, no vanilla syrup, reported milk allergy. The allergy flag must remain distinct from the choice of oat drink.
- B.** Certainly. The omission stays on the request. Removing that syrup alone would not answer the milk-allergy question for the rest of the drink.
- C.** We do have it. That confirms availability, but I have not checked the current carton or our preparation arrangements for your allergy.
- D.** Correct. The drink's suitability is not confirmed yet. I do not want my explanation of the next step to sound like a guarantee.

[Answers and explanations, page 115](#)

A Read the situation

LESSON 04 / MANAGING THE QUEUE AND PICKUP

Interrupt a mistaken pickup politely, match the ticket and drink, and explain readiness without inventing a wait.

Two customers named Sam

Two customers at the cafe are named Sam. Ticket 64 is a small hot latte and is complete. Ticket 67 is a large iced decaf latte and is still in progress. The Sam holding ticket 67 hears the name called and reaches toward the completed cup. Barista Hana notices before the cup is collected. No one has consumed the drink. Hana needs to clarify the ticket number and drink details, preserve the completed drink for the correct customer, and explain that ticket 67 is not ready. No reliable wait estimate is supplied.

People: Sam, Customer holding ticket 67; Hana, Pickup barista.

Read the record

Choose one answer per question using the facts above.

1. Which ticket belongs to this Sam?

- A. Both tickets automatically
- B. 67 is the number on the completed cup
- C. 67
- D. 64

2. Which drink is complete?

- A. Both drinks
- B. Neither drink
- C. Ticket 64, small hot latte
- D. Ticket 67, large iced decaf latte

3. What wait can Hana promise?

- A. The time printed on another receipt
- B. No precise wait is established
- C. Exactly one minute
- D. Immediate collection of 67

[Answers and explanations, page 116](#)

B Vocabulary in use

CORE TERMS

pickup counter

Area where prepared orders are collected.

wait at the pickup counter

order name

Customer name attached to an order.

call the order name

completed drink

Drink whose preparation is finished.

identify the completed drink

ready call

Announcement that a specified item can be collected.

make a clear ready call

cup label

Information attached to a cup to identify its order.

read the cup label

order match

Agreement between the customer order and prepared item.

verify the order match

ticket number

Number used to identify an order.

confirm the ticket number

duplicate name

Name shared by more than one current customer.

resolve a duplicate name

in progress

Started or underway but not yet finished.

mark the order in progress

drink description

Identifying details such as size, temperature, and coffee choice.

repeat the drink description

collection

Taking possession of the prepared order.

confirm before collection

queue

Line or sequence of customers or pending orders.

manage the queue

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

pickup counter PICKUP COUNTER

wait at the pickup counter

Keep the meaning precise: Area where prepared orders are collected.

in progress IN PROGRESS

mark the order in progress

Keep the meaning precise: Started or underway but not yet finished.

B Precision and professional shorthand

EXTEND YOUR RANGE

queue position

Place in a waiting or production sequence.

explain queue position

partial order

Order with some but not all items complete.

identify a partial order

time promise

Commitment about when an item will be ready.

avoid an unsupported time promise

identifier

Detail used to distinguish one order from another.

use a second identifier

handover point

Place or stage where an item passes to the customer.

check at the handover point

pending item

Item that has not yet reached the required finished state.

identify the pending item

preparation status

Current stage of making an item.

check preparation status

estimated wait

Approximate expected remaining delay.

check the estimated wait

pickup mix-up

Confusion about which customer should collect an item.

prevent a pickup mix-up

readiness

State of being ready for the relevant next step.

confirm readiness

collection check

Verification that the correct order is being collected.

complete the collection check

polite interruption

Brief respectful intervention to prevent a misunderstanding.

use a polite interruption

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

queue **QUEUE**

manage the queue

Keep the meaning precise: Line or sequence of customers or pending orders.

time promise **TIME PROMISE**

avoid an unsupported time promise

Keep the meaning precise: Commitment about when an item will be ready.

Phrases that move the work forward

Interrupt briefly

One moment, please; let me check the ticket.

Identify the completed cup

This is ticket 64, the small hot latte.

Confirm the other order

Yours is ticket 67, the large iced decaf latte.

Avoid a false wait

I do not have a checked wait estimate yet.

Prevent collection

Please wait while I match this cup to the order.

Keep the correct cup

This completed drink belongs to the other ticket.

Explain the next update

I can check with the bar for an estimate.

Repeat key modifiers

Large, iced, and decaf are all on ticket 67.

Ask for the identifier

What number is on your receipt?

Name the shared-name issue

We have two orders under Sam.

State the status

That drink is still in progress.

Use both identifiers

I will call the number and drink as well as the name.

Acknowledge the confusion

I understand why you thought that call was yours.

Check before announcing

I will confirm readiness before calling it.

Separate the orders

One is complete; the other is still being made.

Close the correction

Thank you; we have matched the right order now.

Precision in real exchanges

Purpose: Name the shared-name issue

Useful wording: We have two orders under Sam.

Purpose: Confirm the other order

Useful wording: Yours is ticket 67, the large iced decaf latte.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which call is least ambiguous?

- A.** Sam!
- B.** Your regular is here
- C.** The first one is ready for everyone
- D.** Sam, ticket 64, small hot latte

2. Which status report is correct?

- A.** Ticket 64 is complete; ticket 67 is in progress.
- B.** Both are complete because Sam was called.
- C.** Ticket 67 is complete because the cup is visible.
- D.** Both are waiting to be started.

3. A colleague needs the term for this meaning: Name shared by more than one current customer. Which term fits?

- A.** partial order
- B.** cup label
- C.** duplicate name
- D.** handover point

D Choose the response that fits / continued

4. Rebuild the exchange from "Two customers named Sam". Sam: "Oh, I see. Mine should be larger and iced. I just heard my name and came forward." Hana: [missing response] Sam: "Is mine finished somewhere else on the counter, then? I do not want to stand in the wrong place or miss another call." Which response belongs in the gap?

- A.** Exactly. At the handover point, we can match the number and drink before collection. That avoids relying on a name that two people share.
- B.** That is understandable. Your drink description is large iced decaf latte. Those details do not match the small hot drink that was called.
- C.** One moment, please. Could I check your ticket number before you take it? We have two customers named Sam waiting for different drinks.
- D.** Thank you. This completed cup is sixty-four, a small hot latte. Yours is sixty-seven, so I want to keep the two orders separate.

[Answers and explanations, page 116](#)

One useful distinction

A ready call applies to the identified drink, not everyone with the same name. Add the ticket number and key drink details. Keep ready for ticket 64 separate from in progress for ticket 67.

E Conversation

Two customers named Sam

Two customers named Sam

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

in progress / cup label / completed drink / drink description / pickup mix-up / ready call
/ sixty-four / handover point / estimated wait / ticket number

- 01 **Sam:** I heard Sam called. Is this my latte? I have been waiting near the counter, and I thought that must be mine.
- 02 **Hana:** One moment, please. Could I check your ¹ _____ before you take it? We have two customers named Sam waiting for different drinks.
- 03 **Sam:** Of course. My receipt says sixty-seven. I ordered the large iced decaf latte, so perhaps this is the other person's cup.
- 04 **Hana:** Thank you. This completed cup is ² _____, a small hot latte. Yours is sixty-seven, so I want to keep the two orders separate.
- 05 **Sam:** Oh, I see. Mine should be larger and iced. I just heard my name and came forward.
- 06 **Hana:** That is understandable. Your ³ _____ is large iced decaf latte. Those details do not match the small hot drink that was called.
- 07 **Sam:** Is mine finished somewhere else on the counter, then? I do not want to stand in the wrong place or miss another call.
- 08 **Hana:** Your drink is still ⁴ _____. I have checked the current status, and it has not reached the pickup stage yet.
- 09 **Sam:** Do you have a rough wait for mine? I need to know whether I have time to stay.
- 10 **Hana:** I do not have an ⁵ _____ to give you yet. I can check with the bar, but I do not want to invent a time.

Conversation continues on the next page.

Two customers named Sam

CONVERSATION / CONTINUED

- 11 **Sam:** That is fair. When you call it, could you say the number too? Otherwise we might both come forward again.
- 12 **Hana:** Certainly. I will include the number and drink in the ⁶ _____, not just Sam. That will make the collection clearer for both of you.
- 13 **Sam:** I have not taken this one. I will leave it for the other Sam.
- 14 **Hana:** Thank you. The ⁷ _____ belongs to that ticket. I will keep it matched to its order rather than treating the shared name as enough.
- 15 **Sam:** And mine is definitely still marked decaf? That is one of the details I particularly wanted to make sure had not been lost.
- 16 **Hana:** Yes. The ⁸ _____ for your order retains large, iced, and decaf. We are clarifying collection, not changing those choices.
- 17 **Sam:** Thanks. I will listen for sixty-seven. Please include decaf when you call it.
- 18 **Hana:** Exactly. At the ⁹ _____, we can match the number and drink before collection. That avoids relying on a name that two people share.
- 19 **Sam:** Thank you for catching it. I would have been surprised to walk away with a small hot drink after ordering something quite different.
- 20 **Hana:** You are welcome. We have resolved the ¹⁰ _____, and yours remains in progress. I will make the next call clear once that drink is actually ready.

CHECK THE GAPS

1. ticket number / 2. sixty-four / 3. drink description / 4. in progress / 5. estimated wait / 6. ready call / 7. completed drink / 8. cup label / 9. handover point / 10. pickup mix-up

[Why these answers fit, page 117](#)

F Check accuracy and scope

Two customers named Sam

Return to the case

Two customers at the cafe are named Sam. Ticket 64 is a small hot latte and is complete. Ticket 67 is a large iced decaf latte and is still in progress. The Sam holding ticket 67 hears the name called and reaches toward the completed cup. Barista Hana notices before the cup is collected. No one has consumed the drink. Hana needs to clarify the ticket number and drink details, preserve the completed drink for the correct customer, and explain that ticket 67 is not ready. No reliable wait estimate is supplied.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. Which response invents a fact?

- A. Your number is 67.
- B. This cup is ticket 64.
- C. We have two customers named Sam.
- D. Yours will definitely be ready in thirty seconds.

2. Why check before collection?

- A. The preparation sequence alone identifies the customer.
- B. The name proves which coffee choice was used.
- C. The name alone does not distinguish the orders.
- D. The visible cup must be the most recent order.

[Answers and explanations, page 119](#)

Listen for the distinction

Repeat the two ticket descriptions with their different readiness states.

Correct the match without blaming the person

A shared name makes a mix-up understandable. Use a brief interruption, then give the identifying detail that resolves it. Do not call the customer careless. A number plus drink description is clearer than repeating the same name more loudly.

F Say it / transfer to a new case

Separate two orders under Lee

Ticket 81 is a completed small tea. Ticket 84 is a large iced coffee still in progress. Both orders use Lee. The customer in front of you holds ticket 84.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

81 / coffee / in progress / 84

- 01 **Barista:** Your ticket number is ¹ _____.
- 02 **Customer:** I ordered the large iced ² _____.
- 03 **Barista:** The completed small tea belongs to ticket ³ _____.
- 04 **Barista:** Your order remains ⁴ _____.

CHECK THE GAPS

1. 84 / 2. coffee / 3. 81 / 4. in progress

[Why these answers fit, page 119](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "Two customers named Sam". Sam: "I have not taken this one. I will leave it for the other Sam." Hana: [missing response] Sam: "And mine is definitely still marked decaf? That is one of the details I particularly wanted to make sure had not been lost." Which response belongs in the gap?

- A.** Certainly. I will include the number and drink in the ready call, not just Sam. That will make the collection clearer for both of you.
- B.** Thank you. The completed drink belongs to that ticket. I will keep it matched to its order rather than treating the shared name as enough.
- C.** I do not have an estimated wait to give you yet. I can check with the bar, but I do not want to invent a time.
- D.** Exactly. At the handover point, we can match the number and drink before collection. That avoids relying on a name that two people share.

[Answers and explanations, page 120](#)

Review 2 / Meaning and context

Use language from the lessons you have completed. Choose one answer per question.

Case file

Revisit "Clarifying milk, syrup, and allergy questions" and "Managing the queue and pickup". Choose precise terminology, then reconstruct the missing responses using both neighboring turns. The final two questions also revisit earlier conversations.

1. A colleague needs the term for this meaning: Substance capable of triggering an allergic reaction. Which term fits?

- A. supplier change
- B. allergen
- C. availability
- D. milk protein

2. A colleague needs the term for this meaning: Identifying details such as size, temperature, and coffee choice. Which term fits?

- A. identifier
- B. pickup counter
- C. queue position
- D. drink description

3. Rebuild the exchange from "Less foam, not more caffeine". Morgan: "I mean the flavor, really. I do not want you to add extra coffee to make the latte less foamy." Sora: [missing response] Morgan: "Good. Are we comparing the small drinks? The latte I had elsewhere came in a much bigger cup." Which response belongs in the gap?

- A. That fits your preference. No extra coffee and no changes beyond the drink you selected.
- B. I will keep the standard shot count. Less foam does not require an extra shot.
- C. The milk proportion changes the balance. The latte is the milkier option in this comparison.
- D. That can help. There is recipe variation between cafes, especially when you compare different sizes.

Review 2 / Meaning and context / continued

4. Rebuild the exchange from "Two customers named Sam". Sam: "Thanks. I will listen for sixty-seven. Please include decaf when you call it." Hana: [missing response] Sam: "Thank you for catching it. I would have been surprised to walk away with a small hot drink after ordering something quite different." Which response belongs in the gap?

- A.** That is understandable. Your drink description is large iced decaf latte. Those details do not match the small hot drink that was called.
- B.** Exactly. At the handover point, we can match the number and drink before collection. That avoids relying on a name that two people share.
- C.** One moment, please. Could I check your ticket number before you take it? We have two customers named Sam waiting for different drinks.
- D.** Thank you. This completed cup is sixty-four, a small hot latte. Yours is sixty-seven, so I want to keep the two orders separate.

[Answers and explanations, page 143](#)

A Read the situation

LESSON 05 / HANDLING REMAKES AND MISTAKEN LABELS

Identify an order-label mismatch, request a checked remake, and keep timing and payment decisions separate.

The label is not the ticket

Ticket 22 requests a small iced latte with no syrup. Its cup label says hot vanilla latte. The customer has not collected the drink. Counter worker Ben catches the mismatch and asks barista Imani to arrange a replacement matching the ticket. A remake is available, but the current wait has not been checked. No refund, complimentary extra, or queue priority has been authorized. The conversation concerns correcting and verifying the order, not guessing how the mismatch happened or merely relabeling an unchecked drink.

People: Ben, Counter worker; Imani, Barista.

Read the record

Choose one answer per question using the facts above.

1. What does ticket 22 request?

- A.** Hot vanilla latte
- B.** Large cappuccino with syrup
- C.** A refund already approved
- D.** Small iced latte with no syrup

2. What is wrong with the cup label?

- A.** It says the customer has collected it
- B.** It authorizes a free extra
- C.** It says hot vanilla latte
- D.** It confirms the ticket exactly

3. Which outcome is not established?

- A.** The existence of a mismatch
- B.** That collection has not occurred
- C.** A checked remake wait
- D.** The customer's order details

[Answers and explanations, page 121](#)

B Vocabulary in use

CORE TERMS

remake

New preparation intended to replace an incorrect or unsatisfactory item.

request a remake

mismatch

Difference between records or items that should agree.

identify a mismatch

incorrect label

Cup information that does not match the intended order.

correct an incorrect label

temperature modifier

Order detail identifying hot or iced preparation.

check the temperature modifier

verification

Check that an item or record meets the relevant requirement.

complete verification

production error

Mistake during preparation or production.

investigate a production error

replacement

Item supplied instead of another item.

arrange a replacement

source ticket

Original order record used to verify the intended drink.

check the source ticket

order specification

Complete stated details of the requested item.

preserve the order specification

syrup omission

Instruction not to include a named or any syrup.

preserve the syrup omission

relabeling

Changing the information attached to an item.

distinguish relabeling from remaking

entry error

Mistake when recording information.

investigate an entry error

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

remake **REMAKE**

request a remake

Keep the meaning precise: New preparation intended to replace an incorrect or unsatisfactory item.

order specification **ORDER SPECIFICATION**

preserve the order specification

Keep the meaning precise: Complete stated details of the requested item.

B Precision and professional shorthand

EXTEND YOUR RANGE

cause

Reason an event occurred, requiring evidence.
avoid guessing the cause

service recovery

Response intended to address a service failure.
coordinate service recovery

apology

Expression of regret for an error or inconvenience.
offer an apology

complimentary item

Item supplied without charge under an authorized arrangement.
authorize a complimentary item

remake status

Current stage of preparing the replacement.
update remake status

customer-facing message

Explanation intended for the customer rather than internal shorthand.
prepare a customer-facing message

correction request

Message identifying what must be changed.
send a correction request

acknowledgement

Clear recognition of a reported issue.
give an acknowledgement

refund

Return of money under an applicable decision or policy.
request a refund review

queue priority

Order's position or precedence in preparation.
confirm queue priority

checked estimate

Time estimate obtained from the relevant current source.
give a checked estimate

final match

Verification that the finished replacement agrees with the intended order.
confirm the final match

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

entry error ENTRY ERROR

investigate an entry error
Keep the meaning precise: Mistake when recording information.

apology APOLOGY

offer an apology
Keep the meaning precise: Expression of regret for an error or inconvenience.

Phrases that move the work forward

Identify the order

I need a correction for ticket 22.

State the mismatch

The cup label says hot vanilla latte.

Confirm collection status

The customer has not collected it.

Avoid a label-only fix

Please verify the drink, not just the printed wording.

Keep the cause open

We have not established how it happened.

Avoid a false promise

I have not checked the wait yet.

Avoid an extra offer

I have not been authorized to add a complimentary item.

Verify before pickup

Match the replacement to the ticket before collection.

State the ticket

The ticket says small iced latte, no syrup.

Protect the modifiers

Iced and no syrup both need to stay on the replacement.

Request the remake

Can you arrange a remake matching the ticket?

Acknowledge the issue

I see the mismatch.

Check timing

What is the current remake estimate?

Separate payment

No refund decision has been made.

Update the customer

We are correcting the order and checking the wait.

Close the loop

Please tell me when the checked replacement is ready.

Precision in real exchanges

Purpose: Protect the modifiers

Useful wording: Iced and no syrup both need to stay on the replacement.

Purpose: Confirm collection status

Useful wording: The customer has not collected it.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which request preserves the order?

- A.** Change only the label to iced.
- B.** Keep vanilla because the cup says so.
- C.** Upgrade it without asking.
- D.** Remake ticket 22 as a small iced latte with no syrup.

2. Which statement should Ben avoid?

- A.** Your replacement will definitely be ready in one minute.
- B.** We are correcting the mismatch.
- C.** The wait has not been checked yet.
- D.** The ticket requests no syrup.

3. A colleague needs the term for this meaning: Original order record used to verify the intended drink. Which term fits?

- A.** service recovery
- B.** verification
- C.** remake status
- D.** source ticket

D Choose the response that fits / continued

4. Rebuild the exchange from "The label is not the ticket". Ben: "The customer has not collected it. I caught it while checking the cup against the ticket, before calling the order at pickup." Imani: [missing response] Ben: "Please keep both changes: iced and no syrup. The size stays small." Which response belongs in the gap?

- A.** Exactly. We have identified the difference, not the cause. We can investigate separately without making the customer wait through an argument about blame.
- B.** I will update you on remake status as it changes. Until the replacement is prepared and checked, we should not describe ticket twenty-two as ready.
- C.** That is an accurate customer-facing message. It tells them the next step without claiming the drink is ready or the delay will be a particular length.
- D.** Thank you. We can arrange a remake matching the ticket. I will not treat changing the words on the label as proof the drink is correct.

[Answers and explanations, page 121](#)

One useful distinction

A label can be wrong even when the intended order is clear. Compare it with the source ticket. Changing the label alone does not verify what is in the cup or complete the requested remake.

Conversation

The label is not the ticket

The label is not the ticket

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

source ticket / checked estimate / final match / remake / order specification / mismatch
/ customer-facing message / refund / remake status / cause

- 01 **Ben:** Hold ticket twenty-two, please. It has not been collected, but the cup label and the order do not match.
- 02 **Imani:** Let us compare the ¹ _____ with the label. Please give me the full drink details, including the size and any modifications.
- 03 **Ben:** The ticket says small iced latte with no syrup. The cup is labeled hot vanilla latte, so there are two clear differences.
- 04 **Imani:** I see the ² _____. Both the temperature description and the syrup instruction conflict with the order we need to fulfill.
- 05 **Ben:** The customer has not collected it. I caught it while checking the cup against the ticket, before calling the order at pickup.
- 06 **Imani:** Thank you. We can arrange a ³ _____ matching the ticket. I will not treat changing the words on the label as proof the drink is correct.
- 07 **Ben:** Please keep both changes: iced and no syrup. The size stays small.
- 08 **Imani:** I will preserve the complete ⁴ _____. Small iced latte, no syrup, ticket twenty-two. That is the instruction for the replacement.
- 09 **Ben:** Do you know the current wait? I need to tell the customer what is happening, but I have not given them a time.
- 10 **Imani:** I have not obtained a ⁵ _____ yet. A replacement is available, but I cannot turn that into an immediate completion promise.

Conversation continues on the next page.

The label is not the ticket

CONVERSATION / CONTINUED

- 11 **Ben:** I will tell the customer, 'Sorry, we caught an error before pickup. We are correcting your drink and checking the wait.'
- 12 **Imani:** That is an accurate ⁶ _____. It tells them the next step without claiming the drink is ready or the delay will be a particular length.
- 13 **Ben:** Should I offer a refund or an extra drink? I would rather check before making an offer that someone else has to reverse.
- 14 **Imani:** No ⁷ _____ has been authorized in this exchange. Keep any payment or complimentary-item request within the actual service-recovery process.
- 15 **Ben:** All right, no promised refund or free extra. Let us sort the drink first and check how the mismatch happened afterwards.
- 16 **Imani:** Exactly. We have identified the difference, not the ⁸ _____. We can investigate separately without making the customer wait through an argument about blame.
- 17 **Ben:** When the replacement is prepared, please check it against the ticket and let me know. I will use the ticket number at pickup.
- 18 **Imani:** Yes, the ⁹ _____ matters before collection. We need the right drink and the right identifying information, not simply a newly printed label.
- 19 **Ben:** Thank you. For now I will say the correction is underway and the wait is still being checked, without claiming more than that.
- 20 **Imani:** I will update you on ¹⁰ _____ as it changes. Until the replacement is prepared and checked, we should not describe ticket twenty-two as ready.

CHECK THE GAPS

1. source ticket / 2. mismatch / 3. remake / 4. order specification / 5. checked estimate / 6. customer-facing message / 7. refund / 8. cause / 9. final match / 10. remake status

[Why these answers fit, page 122](#)

F Check accuracy and scope

The label is not the ticket

Return to the case

Ticket 22 requests a small iced latte with no syrup. Its cup label says hot vanilla latte. The customer has not collected the drink. Counter worker Ben catches the mismatch and asks barista Imani to arrange a replacement matching the ticket. A remake is available, but the current wait has not been checked. No refund, complimentary extra, or queue priority has been authorized. The conversation concerns correcting and verifying the order, not guessing how the mismatch happened or merely relabeling an unchecked drink.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. What does a corrected label alone establish?

- A. Corrected wording, not verified drink contents
- B. A completed remake automatically
- C. A refund approval
- D. That no production error is possible

2. Which report avoids blame?

- A. The ticket and cup label do not match.
- B. Imani deliberately ignored the customer.
- C. The customer must have ordered wrongly.
- D. The machine is definitely defective.

[Answers and explanations, page 124](#)

Listen for the distinction

Repeat Ben's customer message without adding a wait or compensation offer.

Own the correction without assigning a culprit

Point to the two records and name their difference. A neutral description makes it easier to correct the order quickly. Keep an apology or acknowledgement separate from an unsupported accusation, a promised refund, or a made-up completion time.

F Say it / transfer to a new case

Correct another label mismatch

Ticket 35 requests a large hot latte with oat drink and no syrup. The label says iced with dairy milk. A remake is available; the wait remains unchecked.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

hot / no syrup / oat drink / unchecked

- 01 **Counter:** The intended temperature is ¹ _____.
- 02 **Barista:** The specified milk alternative is ² _____.
- 03 **Counter:** The ticket also requests ³ _____.
- 04 **Barista:** The current wait is still ⁴ _____.

CHECK THE GAPS

1. hot / 2. oat drink / 3. no syrup / 4. unchecked

[Why these answers fit, page 124](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "The label is not the ticket". Ben: "Should I offer a refund or an extra drink? I would rather check before making an offer that someone else has to reverse." Imani: [missing response] Ben: "All right, no promised refund or free extra. Let us sort the drink first and check how the mismatch happened afterwards." Which response belongs in the gap?

- A.** I will preserve the complete order specification. Small iced latte, no syrup, ticket twenty-two. That is the instruction for the replacement.
- B.** No refund has been authorized in this exchange. Keep any payment or complimentary-item request within the actual service-recovery process.
- C.** Let us compare the source ticket with the label. Please give me the full drink details, including the size and any modifications.
- D.** I see the mismatch. Both the temperature description and the syrup instruction conflict with the order we need to fulfill.

[Answers and explanations, page 125](#)

A Read the situation

LESSON 06 / DISCUSSING COFFEE BEANS FOR HOME

Clarify the intended brewer, explain sensory wording, and avoid an irreversible choice based on an ambiguous request.

Before the beans are ground

Customer Jamie is buying a gift bag and asks for normal ground coffee. Jamie does not know the recipient brewer or whether the recipient owns a grinder. This cafe sells the same coffee whole or ground, but grinding cannot be undone. The bag describes a hazelnut flavor note; that wording describes a sensory impression, not an ingredient declaration. Barista Rafael needs to explain the distinction, ask for useful brewing information, and avoid guessing a grind setting or declaring allergen suitability from the tasting note. No purchase choice has yet been finalized.

People: Jamie, Gift customer; Rafael, Barista.

Read the record

Choose one answer per question using the facts above.

1. What information is missing?

- A. Whether coffee is sold at all
- B. Whether grinding can be undone
- C. The existence of a flavor note
- D. The recipient's brewer and grinder availability

2. What does hazelnut mean on this bag?

- A. Proof the coffee is suitable for every nut allergy
- B. A specified grind setting
- C. A flavor note, not an ingredient declaration
- D. Proof of added hazelnuts

3. What should happen before choosing a grind?

- A. Clarify the intended brewing method
- B. Select normal as a universal setting
- C. Grind first and restore whole beans later
- D. Infer the brewer from the gift recipient's name

[Answers and explanations, page 126](#)

B Vocabulary in use

CORE TERMS

whole bean

Coffee sold as intact roasted beans rather than ground particles.

choose whole bean

grind size

Size of the coffee particles after grinding.

match the grind size

brewer

Device or equipment used to make coffee.

identify the brewer

drip brewer

Device that passes water through coffee held in a filter.

use a drip brewer

French press

Immersion brewer with a plunger and filter.

identify a French press

cold brew

Coffee extracted using cool or cold water over an extended period.

distinguish cold brew

ground coffee

Roasted coffee reduced to particles for brewing.

buy ground coffee

grind setting

Grinder adjustment used to produce a target particle size.

confirm the grind setting

brewing method

Process used to extract coffee into water.

clarify the brewing method

pour-over

Brewing method in which water is poured over coffee in a filter.

prepare a pour-over

espresso machine

Device that brews espresso using pressurized water.

identify an espresso machine

burr grinder

Grinder that reduces beans between two abrasive grinding surfaces.

use a burr grinder

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

whole bean **WHOLE BEAN**

choose whole bean

Keep the meaning precise: Coffee sold as intact roasted beans rather than ground particles.

brewing method **BREWING METHOD**

clarify the brewing method

Keep the meaning precise: Process used to extract coffee into water.

B Precision and professional shorthand

EXTEND YOUR RANGE

blade grinder

Grinder that chops beans using rotating blades.

identify a blade grinder

fine grind

Relatively small coffee particles.

request a fine grind

roast level

Degree to which coffee has been roasted.

describe the roast level

blend

Coffee combining more than one component lot or source.

describe a blend

tasting note

Word describing a sensory impression of flavor or aroma.

explain a tasting note

ingredient declaration

Information stating what ingredients a product contains.

check the ingredient declaration

coarse grind

Relatively large coffee particles.

request a coarse grind

particle size

Dimension of individual ground-coffee pieces.

compare particle size

origin

Geographic source identified for a coffee.

check the coffee origin

single origin

Coffee presented as from one defined source, whose scope should be checked.

clarify single origin

aroma

Smell perceived from coffee.

describe the aroma

gift recipient

Person who will receive the purchased gift.

ask about the gift recipient

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

burr grinder BURR GRINDER

use a burr grinder

Keep the meaning precise: Grinder that reduces beans between two abrasive grinding surfaces.

roast level ROAST LEVEL

describe the roast level

Keep the meaning precise: Degree to which coffee has been roasted.

Phrases that move the work forward

Ask about use

How will the recipient brew the coffee?

Explain the reason

The useful grind depends on the brewer.

Offer recognizable examples

Is it a drip brewer, French press, or espresso machine?

Explain the irreversible step

Once we grind these beans, we cannot turn them back into whole beans.

Ask about a grinder

Does the recipient have a grinder?

Separate ingredients

That is not an ingredient declaration.

Describe sensory language

It names a flavor impression someone may perceive.

Offer a next step

You could check the brewer details before we grind the bag.

Clarify normal

Which brewing method do you mean by normal ground?

Ask for equipment

Do you know the brewer name or type?

Avoid guessing

I do not want to choose a grind from that word alone.

Keep the options clear

We sell this coffee whole or ground.

Clarify the label

Hazelnut here is a tasting note.

Avoid an allergy claim

The flavor note does not establish allergen suitability.

Leave the choice open

We have not finalized the grind choice yet.

Confirm before action

I will wait for a clear choice before grinding.

Precision in real exchanges

Purpose: Ask for equipment

Useful wording: Do you know the brewer name or type?

Purpose: Offer recognizable examples

Useful wording: Is it a drip brewer, French press, or espresso machine?

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which response to normal ground is strongest?

- A.** What brewer will the recipient use?
- B.** Every brewer takes exactly the same grind.
- C.** Normal must mean espresso.
- D.** I will grind it before we ask.

2. What can Rafael infer from hazelnut alone?

- A.** The recipient owns a grinder
- B.** A stated sensory description, not ingredient or allergy status
- C.** Guaranteed added hazelnuts
- D.** Guaranteed absence of all allergens

3. A colleague needs the term for this meaning: Grinder adjustment used to produce a target particle size. Which term fits?

- A.** tasting note
- B.** fine grind
- C.** French press
- D.** grind setting

4. Rebuild the exchange from "Before the beans are ground". Jamie: "Could we start fine, then make it coarser if I discover they use something else?" Rafael: [missing response] Jamie: "You also sell this exact coffee as beans, do you not?" Which response belongs in the gap?

- A.** What brewing method do they use: a drip machine, a French press, or an espresso machine?
- B.** The brewer matters because the same grind will not suit every method equally well.
- C.** We cannot make already-ground particles larger again. It is better to confirm the grind size first.
- D.** That would help. I have not chosen a grind setting or opened the bag for grinding.

[Answers and explanations, page 126](#)

One useful distinction

A hazelnut tasting note does not establish added hazelnut, and it does not certify absence of allergens. Ingredient and handling questions require relevant product information, not an interpretation of flavor language.

E Conversation

Before the beans are ground

Before the beans are ground

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

grind size / purchase choice / whole bean / ingredient declaration / brewer type /
allergen suitability / grind setting / brewer / tasting note / brewing method

- 01 **Jamie:** Could you grind this bag for a gift? Just normal ground, please. My friend makes coffee at home.
- 02 **Rafael:** What ¹ _____ do they use: a drip machine, a French press, or an espresso machine?
- 03 **Jamie:** I have seen a machine in the kitchen, but I could not tell you which kind.
- 04 **Rafael:** The ² _____ matters because the same grind will not suit every method equally well.
- 05 **Jamie:** Could we start fine, then make it coarser if I discover they use something else?
- 06 **Rafael:** We cannot make already-ground particles larger again. It is better to confirm the ³ _____ first.
- 07 **Jamie:** You also sell this exact coffee as beans, do you not?
- 08 **Rafael:** Yes, it is available ⁴ _____. Does your friend have a grinder?
- 09 **Jamie:** I am not sure. I could message their partner without giving the gift away.
- 10 **Rafael:** That would help. I have not chosen a ⁵ _____ or opened the bag for grinding.

Conversation continues on the next page.

Before the beans are ground

CONVERSATION / CONTINUED

- 11 **Jamie:** While I am looking at the label, what does hazelnut mean? Is this flavored coffee with nuts added?
- 12 **Rafael:** Here it is a ⁶ _____, describing a flavor impression in the coffee.
- 13 **Jamie:** Like describing a wine as fruity? It does not mean someone put that fruit into it?
- 14 **Rafael:** That is the distinction. A sensory description is not an ⁷ _____. For ingredients, we check the actual product information.
- 15 **Jamie:** Does that also mean the word cannot tell me whether it is suitable for someone with a nut allergy?
- 16 **Rafael:** Correct. We cannot establish ⁸ _____ from that note, either for or against.
- 17 **Jamie:** Understood. I will ask about the equipment first. Would a photograph of the machine help if they do not know its name?
- 18 **Rafael:** It may help us identify the ⁹ _____. A model name is useful too; we can ask again if it is unclear.
- 19 **Jamie:** Please leave the beans as they are while I check. I have not decided whether to buy whole or ground yet.
- 20 **Rafael:** Of course. The ¹⁰ _____ is yours. We will confirm the form you want before grinding or completing the sale.

CHECK THE GAPS

1. brewing method / 2. brewer / 3. grind size / 4. whole bean / 5. grind setting / 6. tasting note / 7. ingredient declaration / 8. allergen suitability / 9. brewer type / 10. purchase choice

[Why these answers fit, page 127](#)

F Check accuracy and scope

Before the beans are ground

Return to the case

Customer Jamie is buying a gift bag and asks for normal ground coffee. Jamie does not know the recipient brewer or whether the recipient owns a grinder. This cafe sells the same coffee whole or ground, but grinding cannot be undone. The bag describes a hazelnut flavor note; that wording describes a sensory impression, not an ingredient declaration. Barista Rafael needs to explain the distinction, ask for useful brewing information, and avoid guessing a grind setting or declaring allergen suitability from the tasting note. No purchase choice has yet been finalized.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. Why not automatically recommend whole beans?

- A. Whole beans already match every brewing method.
- B. Whole beans do not need grinding for any brewer.
- C. Buying whole beans establishes the brewer type.
- D. The recipient may not have a suitable grinder.

2. Which statement preserves the decision stage?

- A. The customer selected fine grind.
- B. The bag is already ground correctly.
- C. The grind choice has not been finalized.
- D. A French-press grind has been approved.

[Answers and explanations, page 128](#)

Listen for the distinction

Repeat the tasting-note explanation without turning it into an allergy assurance.

Make expertise usable

Customers buying gifts may not know equipment names. Explain why the brewer matters before listing specialist terms. Offer a clear next step, such as obtaining the brewer name, while leaving the purchase choice with the customer rather than pretending one grind fits every method.

F Say it / transfer to a new case

Clarify a different gift-coffee request

Customer Mina confirms the recipient uses a French press and wants the bag ground for it. The bag lists cocoa as a flavor note. No allergy assessment has been made.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

French press / flavor note / assessment / brewer

- 01 **Customer:** The recipient uses a ¹ _____.
- 02 **Barista:** We should match the grind to that ² _____.
- 03 **Customer:** Cocoa here is a ³ _____.
- 04 **Barista:** That wording is not an allergy ⁴ _____.

CHECK THE GAPS

1. French press / 2. brewer / 3. flavor note / 4. assessment

[Why these answers fit, page 129](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "Before the beans are ground". Jamie: "Like describing a wine as fruity? It does not mean someone put that fruit into it?" Rafael: [missing response] Jamie: "Does that also mean the word cannot tell me whether it is suitable for someone with a nut allergy?" Which response belongs in the gap?

- A.** What brewing method do they use: a drip machine, a French press, or an espresso machine?
- B.** Of course. The purchase choice is yours. We will confirm the form you want before grinding or completing the sale.
- C.** That is the distinction. A sensory description is not an ingredient declaration. For ingredients, we check the actual product information.
- D.** It may help us identify the brewer type. A model name is useful too; we can ask again if it is unclear.

[Answers and explanations, page 130](#)

Review 3 / Meaning and context

Use language from the lessons you have completed. Choose one answer per question.

Case file

Revisit "Handling remakes and mistaken labels" and "Discussing coffee beans for home". Choose precise terminology, then reconstruct the missing responses using both neighboring turns. The final two questions also revisit earlier conversations.

1. A colleague needs the term for this meaning: Difference between records or items that should agree. Which term fits?

- A. mismatch
- B. correction request
- C. queue priority
- D. syrup omission

2. A colleague needs the term for this meaning: Brewing method in which water is poured over coffee in a filter. Which term fits?

- A. pour-over
- B. blend
- C. whole bean
- D. blade grinder

3. Rebuild the exchange from "Two customers named Sam". Sam: "Do you have a rough wait for mine? I need to know whether I have time to stay." Hana: [missing response] Sam: "That is fair. When you call it, could you say the number too? Otherwise we might both come forward again." Which response belongs in the gap?

- A. Certainly. I will include the number and drink in the ready call, not just Sam. That will make the collection clearer for both of you.
- B. I do not have an estimated wait to give you yet. I can check with the bar, but I do not want to invent a time.
- C. You are welcome. We have resolved the pickup mix-up, and yours remains in progress. I will make the next call clear once that drink is actually ready.
- D. Thank you. The completed drink belongs to that ticket. I will keep it matched to its order rather than treating the shared name as enough.

Review 3 / Meaning and context / continued

4. Rebuild the exchange from "Before the beans are ground". Jamie: "Understood. I will ask about the equipment first. Would a photograph of the machine help if they do not know its name?" Rafael: [missing response] Jamie: "Please leave the beans as they are while I check. I have not decided whether to buy whole or ground yet." Which response belongs in the gap?

- A.** What brewing method do they use: a drip machine, a French press, or an espresso machine?
- B.** Of course. The purchase choice is yours. We will confirm the form you want before grinding or completing the sale.
- C.** That is the distinction. A sensory description is not an ingredient declaration. For ingredients, we check the actual product information.
- D.** It may help us identify the brewer type. A model name is useful too; we can ask again if it is unclear.

[Answers and explanations, page 145](#)

A Read the situation

LESSON 07 / EXPLAINING COUNTER PRICES AND SOLD-OUT ITEMS

Explain the complete comparison, retain an applicable upcharge, and offer a confirmed available item without pressure.

The combo and the upcharge

This fictional cafe lists a latte at \$4, an oat-drink upcharge at \$0.50, and a pastry at \$3. Its \$6 combo includes a standard latte and one eligible pastry; the oat upcharge still applies. For this transaction these figures include all compulsory charges. Customer Casey wants an oat latte and pastry. The requested almond pastry is sold out, but an eligible plain pastry is available at the same listed pastry price. Casey has not accepted that substitution or paid. Barista Dana must explain \$6.50 as the oat combo, compared with \$7.50 separately, without charging before the choice is confirmed.

People: Casey, Customer; Dana, Counter barista.

Read the record

Choose one answer per question using the facts above.

1. What is the oat combo price?

- A. \$6.00
- B. \$7.50
- C. \$4.50
- D. \$6.50

2. What would the same selected items cost separately?

- A. \$7.00 with no upcharge
- B. \$3.50
- C. \$7.50
- D. \$6.50

3. Which pastry is available?

- A. The eligible plain pastry
- B. The requested almond pastry
- C. Every pastry on the menu
- D. No pastry at all

[Answers and explanations, page 131](#)

B Vocabulary in use

CORE TERMS

combo

Group of items sold together under a specified offer.

explain the combo

base price

Price before specified optional additions.

state the base price

eligible item

Item that qualifies for a particular offer.

confirm an eligible item

optional addition

Extra item or variation selected by the customer.

confirm an optional addition

combined price

Price for the selected items together.

state the combined price

price difference

Amount by which two prices differ.

calculate the price difference

upcharge

Extra amount added for a selected variation.

apply the oat upcharge

standalone price

Price for an item purchased separately.

compare the standalone price

included item

Item covered by the stated offer price.

name the included items

price breakdown

Explanation of the components making up a price.

give a price breakdown

separate purchase

Purchase of items at their individual prices.

compare a separate purchase

saving

Reduction compared with a stated comparison price.

explain the saving

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

combo COMBO

explain the combo

Keep the meaning precise: Group of items sold together under a specified offer.

included item INCLUDED ITEM

name the included items

Keep the meaning precise: Item covered by the stated offer price.

B Precision and professional shorthand

EXTEND YOUR RANGE

sold out

No stock currently available for sale.
mark the pastry sold out

substitution

Replacement of a requested item with another.
confirm a substitution

promotion terms

Conditions governing a special offer.
check the promotion terms

displayed price

Price shown to customers.
verify the displayed price

point of sale

System or place where the sale is recorded and paid.
check the point of sale

itemized receipt

Receipt showing individual items or charges.
provide an itemized receipt

available alternative

Different item that can currently be supplied.
offer an available alternative

customer acceptance

Customer's explicit agreement to an offered choice.
obtain customer acceptance

compulsory charge

Amount required rather than optionally selected.
include compulsory charges

checkout total

Amount due for the confirmed transaction.
confirm the checkout total

payment authorization

Approval for a payment transaction.
obtain payment authorization

stock status

Whether and how an item is available.
update the stock status

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

saving **SAVING**

explain the saving

Keep the meaning precise: Reduction compared with a stated comparison price.

promotion terms **PROMOTION TERMS**

check the promotion terms

Keep the meaning precise: Conditions governing a special offer.

C Phrases that move the work forward

Explain the shortage

The almond pastry is sold out.

Keep acceptance open

Would you like that instead?

Retain the upcharge

Oat drink adds fifty cents, including with the combo.

Give the separate price

Bought separately, those items are seven dollars fifty.

Name the eligible pastry

The plain pastry qualifies for this offer.

Clarify included charges

These stated prices include the compulsory charges here.

Pause payment

I will confirm the choice before taking payment.

Correct a misunderstanding

The combo does not remove the oat upcharge.

Offer the available item

We have the plain pastry available.

State the base offer

The standard latte-and-pastry combo is six dollars.

Give the combined price

That makes the oat combo six dollars fifty.

Explain the saving

The combo is one dollar less for those same items.

Avoid a forced substitute

You do not have to choose the alternative.

Check the choice

Shall I enter the oat combo with the plain pastry?

Read the breakdown

Six dollars for the combo, plus fifty cents for oat.

Keep the record clear

The receipt should match the items you actually select.

Precision in real exchanges

Purpose: State the base offer

Useful wording: The standard latte-and-pastry combo is six dollars.

Purpose: Retain the upcharge

Useful wording: Oat drink adds fifty cents, including with the combo.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which calculation is correct?

- A.** $\$6 + \$3 = \$9.00$ for the combo
- B.** $\$6 + \$0.50 = \$6.50$
- C.** $\$6 - \$0.50 = \$5.50$
- D.** $\$4 + \$3 = \$6.50$

2. How much less is the combo than separate purchase?

- A.** \$0.50
- B.** \$1.50
- C.** \$3.00
- D.** \$1.00

3. A colleague needs the term for this meaning: Price for an item purchased separately. Which term fits?

- A.** standalone price
- B.** combined price
- C.** point of sale
- D.** substitution

D Choose the response that fits / continued

4. Rebuild the exchange from "The combo and the upcharge". Casey: "So the offer does not mean the oat drink is automatically included at no extra charge? I want to make sure I heard that correctly." Dana: [missing response] Casey: "And if I bought the latte with oat and the plain pastry as separate items, what would those same choices come to?" Which response belongs in the gap?

- A.** The standard latte-and-pastry combo is six dollars. Oat drink adds fifty cents, and that addition still applies when you choose the combo.
- B.** Yes, the saving is one dollar for those same choices. Comparing the same milk option in both totals keeps the difference clear.
- C.** Correct. The oat upcharge is fifty cents in either comparison. With it, the combo price is six dollars fifty.
- D.** The plain pastry is an eligible item. It has the same three-dollar separate price and can be the pastry in this combo.

[Answers and explanations, page 131](#)

One useful distinction

The oat upcharge applies in both comparisons. Combo: $\$6 + \$0.50 = \$6.50$. Separate: $\$4 + \$0.50 + \$3 = \$7.50$. The saving is \$1 for the same selected items.

E Conversation

The combo and the upcharge

The combo and the upcharge

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

eligible item / compulsory charges / separate price / saving / selection / upcharge / price breakdown / alternative / sold out / combo

- 01 **Casey:** Could I have an oat latte and an almond pastry? I saw a combo on the board, but I am not sure how the oat charge works.
- 02 **Dana:** I can explain it. First, the almond pastry is ¹ _____. We have a plain pastry available that qualifies for the combo, if you would like that instead.
- 03 **Casey:** Possibly. Please tell me the price before I decide, because I would like to compare the offer with buying the items separately.
- 04 **Dana:** The standard latte-and-pastry ² _____ is six dollars. Oat drink adds fifty cents, and that addition still applies when you choose the combo.
- 05 **Casey:** So the offer does not mean the oat drink is automatically included at no extra charge? I want to make sure I heard that correctly.
- 06 **Dana:** Correct. The oat ³ _____ is fifty cents in either comparison. With it, the combo price is six dollars fifty.
- 07 **Casey:** And if I bought the latte with oat and the plain pastry as separate items, what would those same choices come to?
- 08 **Dana:** The ⁴ _____ is seven dollars fifty: four dollars for the latte, fifty cents for oat drink, and three dollars for the pastry.
- 09 **Casey:** So it is a dollar less for the same oat latte and plain pastry. I was forgetting the oat charge in one total.
- 10 **Dana:** Yes, the ⁵ _____ is one dollar for those same choices. Comparing the same milk option in both totals keeps the difference clear.

Conversation continues on the next page.

The combo and the upcharge

CONVERSATION / CONTINUED

- 11 **Casey:** Does the plain pastry definitely qualify, or does the offer only apply to the almond one that is no longer available?
- 12 **Dana:** The plain pastry is an ⁶ _____. It has the same three-dollar separate price and can be the pastry in this combo.
- 13 **Casey:** Thank you. Are those the complete prices for this transaction, or will another required charge appear when you ring it up?
- 14 **Dana:** These figures include the ⁷ _____ here. The oat combo is six dollars fifty; the same items separately are seven dollars fifty.
- 15 **Casey:** I might just have the latte. I am not sure I want the plain pastry instead.
- 16 **Dana:** Of course. An available ⁸ _____ is your choice, not an instruction for me to charge you. I will wait for you to confirm the actual items.
- 17 **Casey:** I appreciate that. Could you repeat the combo breakdown once more, without the separate prices, so I can hear the two parts clearly?
- 18 **Dana:** The ⁹ _____ is six dollars for the combo plus fifty cents for oat drink. That is six dollars fifty with the plain pastry.
- 19 **Casey:** Thanks. Let me look at the plain pastry before I decide. I have not chosen it yet.
- 20 **Dana:** Certainly. We will confirm your ¹⁰ _____ before payment. I have explained the options, but I will not enter a substitution as though you had already agreed.

CHECK THE GAPS

1. sold out / 2. combo / 3. upcharge / 4. separate price / 5. saving / 6. eligible item / 7. compulsory charges / 8. alternative / 9. price breakdown / 10. selection

[Why these answers fit, page 132](#)

F Check accuracy and scope

The combo and the upcharge

Return to the case

This fictional cafe lists a latte at \$4, an oat-drink upcharge at \$0.50, and a pastry at \$3. Its \$6 combo includes a standard latte and one eligible pastry; the oat upcharge still applies. For this transaction these figures include all compulsory charges. Customer Casey wants an oat latte and pastry. The requested almond pastry is sold out, but an eligible plain pastry is available at the same listed pastry price. Casey has not accepted that substitution or paid. Barista Dana must explain \$6.50 as the oat combo, compared with \$7.50 separately, without charging before the choice is confirmed.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. Which statement wrongly treats an offer as acceptance?

- A. The plain pastry is available.
- B. Would you like the plain pastry instead?
- C. The plain pastry qualifies for the combo.
- D. I have charged you for the plain pastry because almond is sold out.

2. Why mention charge inclusion?

- A. To claim every jurisdiction uses identical taxes
- B. To guarantee all future prices
- C. To make an unselected extra compulsory
- D. To keep this transaction's stated comparison complete

[Answers and explanations, page 134](#)

Listen for the distinction

Repeat six plus fifty cents and four plus fifty cents plus three.

An offer needs a genuine choice

A confident price explanation names what is included and what costs extra. When an item is sold out, state that directly and offer a real available alternative. Avoid making a substitution sound compulsory just because it fits a promotion.

F Say it / transfer to a new case

Calculate another cafe offer

A different cafe lists a \$7 standard combo and a \$0.75 oat upcharge that still applies. The same items separately total \$9.25. All compulsory charges are included. The muffin is available but not yet accepted.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

accepted / 1.50 / 7.75 / 9.25

- 01 **Counter:** The oat combo total is ¹ _____ dollars.
- 02 **Customer:** The separate total is ² _____ dollars.
- 03 **Counter:** The combo saves ³ _____ dollars.
- 04 **Counter:** The muffin substitution is not yet ⁴ _____.

CHECK THE GAPS

1. 7.75 / 2. 9.25 / 3. 1.50 / 4. accepted

[Why these answers fit, page 134](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "The combo and the upcharge". Casey: "Thank you. Are those the complete prices for this transaction, or will another required charge appear when you ring it up?" Dana: [missing response] Casey: "I might just have the latte. I am not sure I want the plain pastry instead." Which response belongs in the gap?

- A.** These figures include the compulsory charges here. The oat combo is six dollars fifty; the same items separately are seven dollars fifty.
- B.** Yes, the saving is one dollar for those same choices. Comparing the same milk option in both totals keeps the difference clear.
- C.** The plain pastry is an eligible item. It has the same three-dollar separate price and can be the pastry in this combo.
- D.** The standard latte-and-pastry combo is six dollars. Oat drink adds fifty cents, and that addition still applies when you choose the combo.

[Answers and explanations, page 135](#)

A Read the situation

LESSON 08 / HANDING OVER THE BAR AND TILL

Transfer drink, stock, and cash-check responsibilities while preserving the difference between counted, pending, and signed off.

One order, three unfinished items

At 2:00, outgoing barista Ellis briefs incoming worker Noor. Ticket 108 contains coffee and tea: the coffee is complete, but the tea is pending. Large takeaway lids are unavailable; small lids remain. Ellis has counted the till, but lead Mara has not completed reconciliation. Noor accepts the tea follow-up and will check replenishment of the correct large lids. Mara retains the till review. No tea completion, large-lid delivery, approved substitute lid, or cash sign-off is established. The handover must keep these separate tasks and stages visible.

People: Ellis, Outgoing barista; Noor, Incoming cafe worker.

Read the record

Choose one answer per question using the facts above.

1. What remains on ticket 108?

- A. A new pastry order
- B. No item; the whole order is complete
- C. The tea
- D. The already completed coffee only

2. Which lids are unavailable?

- A. Large takeaway lids
- B. Small lids
- C. All lids of every kind
- D. No lids; stock is full

3. What is the till status?

- A. Fully signed off
- B. Confirmed short by a stated amount
- C. Already reconciled by Noor
- D. Counted, with Mara's reconciliation pending

[Answers and explanations, page 136](#)

B Vocabulary in use

CORE TERMS

shift handover

Transfer of current work information between outgoing and incoming staff.

conduct a shift handover

incoming worker

Person receiving responsibility for continuing work.

brief the incoming worker

item-level status

State of each individual item within an order.

report item-level status

tea follow-up

Responsibility for checking and completing the pending tea through the actual process.

accept the tea follow-up

lid size

Size specification relevant to the matching cup.

confirm the lid size

replenishment

Restoration of stock through the relevant supply process.

check replenishment

outgoing worker

Person transferring work at the end of a shift or assignment.

brief the outgoing worker

open ticket

Order record with unfinished items or unresolved work.

identify an open ticket

remaining item

Item still needing completion within a known order.

name the remaining item

takeaway lid

Cover designed for the specified takeaway cup.

check the takeaway lid

stockout

Situation in which a required stock item is unavailable.

report a stockout

compatible item

Item verified to fit and function for the intended use.

verify a compatible item

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

shift handover **SHIFT HANDOVER**

conduct a shift handover

Keep the meaning precise: Transfer of current work information between outgoing and incoming staff.

remaining item **REMAINING ITEM**

name the remaining item

Keep the meaning precise: Item still needing completion within a known order.

B Precision and professional shorthand

EXTEND YOUR RANGE

stock follow-up

Task of checking availability or replenishment.

assign stock follow-up

till

Cash drawer or register arrangement used for transactions.

count the till

reconciliation

Comparison of records and amounts to identify and resolve differences.

complete reconciliation

actual balance

Amount found by the relevant count or measurement.

record the actual balance

review owner

Person responsible for the pending review.

name the review owner

pending review

Review not yet completed.

retain pending-review status

delivery estimate

Approximate expected arrival time for a supply item.

verify a delivery estimate

cash count

Physical tally of cash held at a stated point.

record the cash count

expected balance

Amount records indicate should be present.

compare the expected balance

variance

Difference between compared figures.

investigate a variance

sign-off

Required confirmation that a review or process is complete.

obtain sign-off

handover read-back

Repetition of transferred tasks and states for confirmation.

give a handover read-back

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

compatible item COMPATIBLE ITEM

verify a compatible item

Keep the meaning precise: Item verified to fit and function for the intended use.

reconciliation RECONCILIATION

complete reconciliation

Keep the meaning precise: Comparison of records and amounts to identify and resolve differences.

C Phrases that move the work forward

Open the handover

I have three items to hand over at two o'clock.

Separate completion

The coffee is complete; the tea is pending.

Accept responsibility

Yes, I will take that follow-up.

Keep remaining stock distinct

Small lids remain, but that does not establish compatibility.

Avoid an arrival promise

There is no checked delivery estimate.

Preserve the pending stage

Mara's reconciliation is still pending.

Avoid false sign-off

I am not reporting the till as signed off.

Separate acceptance

I have accepted the work; I have not completed it yet.

Identify the open order

Ticket 108 still needs its tea.

Assign the follow-up

Can you take responsibility for the tea follow-up?

Name the shortage

Large takeaway lids are unavailable.

Request replenishment

Please check the correct large-lid stock.

State the cash stage

The till has been counted.

Name the owner

Mara retains the till review.

Read back the tasks

Tea follow-up and large-lid check are with me.

Close the handover

Update the records with the actual results as the tasks finish.

Precision in real exchanges

Purpose: Assign the follow-up

Useful wording: Can you take responsibility for the tea follow-up?

Purpose: Accept responsibility

Useful wording: Yes, I will take that follow-up.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which handover is accurate?

- A.** The till is signed off because Ellis counted it.
- B.** Ticket 108 is ready because its coffee is complete.
- C.** Ticket 108: coffee complete, tea pending; large lids unavailable; till counted, review pending.
- D.** Everything is done except some stock.

2. What does Noor's acceptance establish?

- A.** Delivered large lids
- B.** Mara's completed cash reconciliation
- C.** Responsibility for the tea and stock follow-ups
- D.** Completed tea service

3. A colleague needs the term for this meaning: Order record with unfinished items or unresolved work. Which term fits?

- A.** till
- B.** review owner
- C.** open ticket
- D.** lid size

D Choose the response that fits / continued

4. Rebuild the exchange from "One order, three unfinished items". Ellis: "Can you pick up that tea from here? The order details are on the ticket." Noor: [missing response] Ellis: "Next, large takeaway lids are unavailable. We still have small lids, but I have not established an approved alternative for the large cups." Which response belongs in the gap?

- A.** I will record the item-level status as coffee complete, tea pending. I will not mark the entire ticket complete just because one drink is finished.
- B.** I am ready for the shift handover. Please take them one at a time so I can keep the customer order separate from stock and cash checks.
- C.** Agreed. The review owner for the till remains Mara. I will record each actual outcome against its own task rather than give one blanket completion message.
- D.** Yes, I accept the tea follow-up. That is my next responsibility on ticket one hundred eight, not a claim that I have already made the drink.

[Answers and explanations, page 136](#)

One useful distinction

Coffee complete does not mean ticket complete. Till counted does not mean till reconciled. A handover should preserve each item and stage so the incoming worker does not inherit a misleading all-done summary.

E Conversation

One order, three unfinished items

One order, three unfinished items

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

sign-off / reconciliation / stock follow-up / review owner / shift handover / tea follow-up
/ item-level status / handover read-back / cash count / stockout

- 01 **Ellis:** Before I finish, can we run through ticket one hundred eight, the large lids, and the till?
- 02 **Noor:** I am ready for the ¹ _____. Please take them one at a time so I can keep the customer order separate from stock and cash checks.
- 03 **Ellis:** Ticket one hundred eight has two drinks. The coffee is complete, but the tea is pending. It is not a fully completed order.
- 04 **Noor:** I will record the ² _____ as coffee complete, tea pending. I will not mark the entire ticket complete just because one drink is finished.
- 05 **Ellis:** Can you pick up that tea from here? The order details are on the ticket.
- 06 **Noor:** Yes, I accept the ³ _____. That is my next responsibility on ticket one hundred eight, not a claim that I have already made the drink.
- 07 **Ellis:** Next, large takeaway lids are unavailable. We still have small lids, but I have not established an approved alternative for the large cups.
- 08 **Noor:** Understood. The ⁴ _____ is for large lids. I will not assume the remaining small ones are compatible with a different cup size.
- 09 **Ellis:** Please check the correct large lids. I do not have a delivery estimate yet.
- 10 **Noor:** I will take the ⁵ _____ and report what I actually find. The need is clear, but the arrival time and supply outcome remain unconfirmed.

Conversation continues on the next page.

One order, three unfinished items

CONVERSATION / CONTINUED

- 11 **Ellis:** Finally, I have counted the till. Mara has not completed reconciliation, so the count is available but the review is still pending.
- 12 **Noor:** The ⁶ _____ is complete, while reconciliation is not. I will not turn counted into signed off when I update the next person.
- 13 **Ellis:** Right. We do not have a confirmed shortage or overage. Mara still needs to compare the count with the records.
- 14 **Noor:** I will leave the ⁷ _____ with Mara. There is no reason to invent a difference between actual and expected cash from a pending check.
- 15 **Ellis:** Thank you. Could you repeat who owns each unfinished part? I want to make sure none of the three items disappears when I leave.
- 16 **Noor:** My ⁸ _____ is: I take the tea follow-up and correct large-lid stock check. Mara retains the till review, which remains pending.
- 17 **Ellis:** That is right. Please keep the results separate when they come in. A lid update does not close the tea order or the cash review.
- 18 **Noor:** Agreed. The ⁹ _____ for the till remains Mara. I will record each actual outcome against its own task rather than give one blanket completion message.
- 19 **Ellis:** Thanks. Tea and lids with you; till review with Mara. That is everything I needed to hand over.
- 20 **Noor:** Yes. The handover is clear, but the till has no ¹⁰ _____ yet. I have accepted the tea and stock tasks and will update their real status as I carry them out.

CHECK THE GAPS

1. shift handover / 2. item-level status / 3. tea follow-up / 4. stockout / 5. stock follow-up / 6. cash count / 7. reconciliation / 8. handover read-back / 9. review owner / 10. sign-off

[Why these answers fit, page 137](#)

F Check accuracy and scope

One order, three unfinished items

Return to the case

At 2:00, outgoing barista Ellis briefs incoming worker Noor. Ticket 108 contains coffee and tea: the coffee is complete, but the tea is pending. Large takeaway lids are unavailable; small lids remain. Ellis has counted the till, but lead Mara has not completed reconciliation. Noor accepts the tea follow-up and will check replenishment of the correct large lids. Mara retains the till review. No tea completion, large-lid delivery, approved substitute lid, or cash sign-off is established. The handover must keep these separate tasks and stages visible.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. Which stock claim is unsupported?

- A.** Small lids are approved substitutes for the large cups.
- B.** Large lids are unavailable.
- C.** Small lids remain.
- D.** Replenishment needs checking.

2. Who owns the pending till review?

- A.** The customer with ticket 108
- B.** No named person
- C.** Mara
- D.** Noor by automatic assumption

[Answers and explanations, page 139](#)

Listen for the distinction

Repeat Noor's responsibilities separately from Mara's pending review.

Receiving a task is not completing it

A handover benefits from a short read-back with the order number, outstanding item, and next owner. A colleague can confidently accept responsibility while saying a check remains pending. Do not make the end of a shift sound like every task has ended.

F Say it / transfer to a new case

Transfer a different afternoon handover

Ticket 205 has tea complete and cocoa pending. Medium lids are unavailable. Incoming worker Jules accepts the cocoa and stock follow-ups. Lead Ben retains the till reconciliation, which is still pending.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

Ben / medium / cocoa / pending

- 01 **Incoming:** The remaining drink is ¹ _____.
- 02 **Outgoing:** The missing lid size is ² _____.
- 03 **Incoming:** The till review remains with ³ _____.
- 04 **Outgoing:** The till review is still ⁴ _____.

CHECK THE GAPS

1. cocoa / 2. medium / 3. Ben / 4. pending

[Why these answers fit, page 139](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "One order, three unfinished items". Ellis: "Right. We do not have a confirmed shortage or overage. Mara still needs to compare the count with the records." Noor: [missing response] Ellis: "Thank you. Could you repeat who owns each unfinished part? I want to make sure none of the three items disappears when I leave." Which response belongs in the gap?

- A.** I will leave the reconciliation with Mara. There is no reason to invent a difference between actual and expected cash from a pending check.
- B.** I will take the stock follow-up and report what I actually find. The need is clear, but the arrival time and supply outcome remain unconfirmed.
- C.** The cash count is complete, while reconciliation is not. I will not turn counted into signed off when I update the next person.
- D.** I will record the item-level status as coffee complete, tea pending. I will not mark the entire ticket complete just because one drink is finished.

[Answers and explanations, page 140](#)

Review 4 / Meaning and context

Use language from the lessons you have completed. Choose one answer per question.

Case file

Revisit "Explaining counter prices and sold-out items" and "Handing over the bar and till". Choose precise terminology, then reconstruct the missing responses using both neighboring turns. The final two questions also revisit earlier conversations.

1. A colleague needs the term for this meaning: Price before specified optional additions. Which term fits?

- A. base price
- B. checkout total
- C. price breakdown
- D. available alternative

2. A colleague needs the term for this meaning: Cover designed for the specified takeaway cup. Which term fits?

- A. actual balance
- B. stock follow-up
- C. takeaway lid
- D. shift handover

3. Rebuild the exchange from "Before the beans are ground". Jamie: "I am not sure. I could message their partner without giving the gift away." Rafael: [missing response] Jamie: "While I am looking at the label, what does hazelnut mean? Is this flavored coffee with nuts added?" Which response belongs in the gap?

- A. We cannot make already-ground particles larger again. It is better to confirm the grind size first.
- B. The brewer matters because the same grind will not suit every method equally well.
- C. What brewing method do they use: a drip machine, a French press, or an espresso machine?
- D. That would help. I have not chosen a grind setting or opened the bag for grinding.

Review 4 / Meaning and context / continued

4. Rebuild the exchange from "One order, three unfinished items". Ellis: "That is right. Please keep the results separate when they come in. A lid update does not close the tea order or the cash review." Noor: [missing response] Ellis: "Thanks. Tea and lids with you; till review with Mara. That is everything I needed to hand over." Which response belongs in the gap?

- A.** Yes, I accept the tea follow-up. That is my next responsibility on ticket one hundred eight, not a claim that I have already made the drink.
- B.** Agreed. The review owner for the till remains Mara. I will record each actual outcome against its own task rather than give one blanket completion message.
- C.** I am ready for the shift handover. Please take them one at a time so I can keep the customer order separate from stock and cash checks.
- D.** I will record the item-level status as coffee complete, tea pending. I will not mark the entire ticket complete just because one drink is finished.

[Answers and explanations, page 147](#)

Language for the next case

Read the shot, not just the timer

dose

Dose is the dry ground coffee input, 18 g in each recorded shot, not the beverage collected.

Leo: Start with the dose. We used eighteen grams of dry coffee in each. What came out into the cups?

one-to-two ratio

18 g dry coffee to 36 g beverage simplifies to 1:2; it is not a percentage extraction measurement.

Leo: Exactly: a one-to-two ratio, written one colon two. That matches the stated mass target for this house recipe.

sensory observation

Sharper is the barista's sensory observation; it does not alone prove a measured extraction percentage or a single cause.

Leo: Write the sensory observation first. That describes what you perceived without pretending we measured extraction percentage or proved the cause.

beverage yield

Beverage yield is the mass of espresso collected: 36 g for A and 45 g for B, excluding the cup.

Leo: Right. That is the beverage yield. The common time does not make those two outputs equal.

brew time

Brew time is the elapsed measurement, here 28 seconds from the same starting point; it does not by itself specify dose or output.

Leo: Yes. Keep brew time beside the input and output figures. It gives us another observation, not a substitute for weighing.

controlled comparison

Changing one planned factor while holding the others consistent makes the resulting comparison easier to interpret; changing everything obscures the cause.

Leo: Not for a controlled comparison. We will agree one planned change, keep the other targets consistent, and follow the approved equipment procedure.

Read the phrases aloud. Then complete the conversation on the following pages using the word bank.

Conversation

Read the shot, not just the timer

Fictional bar check by trained staff: the house target is 18 g dry coffee to 36 g espresso. Recorded shot A is 18 g in, 36 g out, 28 seconds; B is 18 g in, 45 g out, also 28 seconds. The time uses the same starting point. These are records to discuss, not equipment-operation instructions.

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

dose / brew time / one-to-two ratio / sensory observation / controlled comparison / beverage yield

- 01 **Imani:** Both shots took twenty-eight seconds, so I nearly marked both as matching the recipe. Then I noticed the second cup weighed more.
- 02 **Leo:** Start with the ¹ _____. We used eighteen grams of dry coffee in each. What came out into the cups?
- 03 **Imani:** Thirty-six grams for A and forty-five for B. Those are the drink weights after excluding the cups, not water added to the machine.
- 04 **Leo:** Right. That is the ² _____. The common time does not make those two outputs equal.
- 05 **Imani:** For A, thirty-six divided by eighteen is two. I would describe it as one part dry coffee to two parts espresso by mass.
- 06 **Leo:** Exactly: a ³ _____, written one colon two. That matches the stated mass target for this house recipe.
- 07 **Imani:** For B, forty-five divided by eighteen is two point five. So B is one to two point five, even though the timer shows the same value.
- 08 **Leo:** Yes. Keep ⁴ _____ beside the input and output figures. It gives us another observation, not a substitute for weighing.
- 09 **Imani:** I described B as sharper when we tasted it. Should I write under-extracted in the result column because of that?
- 10 **Leo:** Write the ⁵ _____ first. That describes what you perceived without pretending we measured extraction percentage or proved the cause.

Conversation continues on the next page.

Read the shot, not just the timer

CONVERSATION / CONTINUED

- 11 **Imani:** We have not measured dissolved solids for either shot, so I should not invent an extraction percentage from the ratio.
- 12 **Leo:** Correct. The mass ratio and extraction percentage answer different questions. A larger drink weight does not tell us the complete sensory result either.
- 13 **Imani:** I also need to make clear when the timer starts. Otherwise another barista could record a different time for the same run.
- 14 **Leo:** Yes. Use the agreed starting point and record the actual coffee, recipe, and settings. A useful comparison needs consistent definitions.
- 15 **Imani:** For the next check, should we change the dose, grind, and output target together?
- 16 **Leo:** Not for a ⁶ _____. We will agree one planned change, keep the other targets consistent, and follow the approved equipment procedure.
- 17 **Imani:** Then I will retain both original records. I will not edit B down to thirty-six just because that was the target.
- 18 **Leo:** Exactly. A target is what we intended; the recorded output is what happened. Both are useful when we compare the next shot.
- 19 **Imani:** My handover: A matches eighteen in and thirty-six out; B has the same dose and time but forty-five out. My taste description stays separate.
- 20 **Leo:** That is clear. We can now choose the next approved check from the evidence rather than from the timer alone.

CHECK THE GAPS

1. dose / 2. beverage yield / 3. one-to-two ratio / 4. brew time / 5. sensory observation / 6. controlled comparison

[Why these answers fit, page 149](#)

Separate output from elapsed time

Recorded shots C and D both use 20 g dry coffee. C produces 40 g espresso in 27 seconds; D produces 50 g in 27 seconds. Compare dose-to-beverage mass ratios. No dissolved-solids reading is supplied.

Complete the exchange using each phrase once. Read both roles, then switch roles and repeat with the bank covered.

WORD AND PHRASE BANK

20 / 1:2 / 1:2.5 / unmeasured

01 **Barista:** The dry-coffee dose is ¹ _____ grams in both shots.

02 **Lead:** C has a dose-to-beverage ratio of ² _____ .

03 **Barista:** D has a dose-to-beverage ratio of ³ _____ .

04 **Lead:** The extraction percentage remains ⁴ _____ .

CHECK THE GAPS

1. 20 / 2. 1:2 / 3. 1:2.5 / 4. unmeasured

[Why these answers fit, page 149](#)

Keep the distinction audible

Distinguish dose, beverage yield, ratio, time, and sensory observations during a recipe check.

Language for the next case

Strength is not extraction

beverage mass

The specified beverage-based calculation uses 500 g collected coffee, not the 550 g water originally poured into the brewer.

Noor: Use the collected beverage mass: five hundred grams. The water input is a different measurement, and some liquid remains with the grounds and filter.

dry dose

The denominator for the specified extraction estimate is the 30 g dry coffee dose, not the water input or beverage mass.

Noor: Yes, using the supplied measurement. Then divide that by the dry dose of thirty grams and multiply by one hundred.

dilution

Dilution adds water after brewing, lowering concentration without extracting more material from the coffee grounds.

Noor: Then the total becomes six hundred grams. This is dilution, not another extraction through the grounds.

Total dissolved solids

Total dissolved solids, or TDS, expresses beverage concentration here; it is not the percentage of the dry coffee dose recovered.

Noor: Correct. Total dissolved solids describes the coffee concentration in the beverage for this reading.

extraction yield

The specified estimate is $500 \times 1.35 / 30 = 22.5\%$; it is distinct from the 1.35% beverage concentration.

Noor: Right. That practical extraction yield estimate excludes any additional accounting for dissolved material in retained liquid.

concentration

The calculated concentration falls to 1.125% because 6.75 g of dissolved coffee is spread through 600 g beverage.

Noor: Yes. The concentration falls, while the calculated mass of recovered coffee material stays the same.

Read the phrases aloud. Then complete the conversation on the following pages using the word bank.

Conversation

Strength is not extraction

Fictional paper-filtered brew: 30 g dry coffee, 550 g brew-water input, 500 g collected beverage, measured 1.35% coffee TDS. Use the simplified beverage-based estimate $EY\% = \text{beverage mass} \times \text{TDS\%} / \text{dry dose}$. A later arithmetic example adds 100 g water after brewing, with no coffee-solids loss and negligible added solids. This is a calculation exercise, not a universal recipe.

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

Total dissolved solids / dilution / extraction yield / dry dose / concentration / beverage mass

- 01 **Maya:** The brew sheet has five hundred fifty grams of water and five hundred grams of coffee collected. Which figure belongs in this extraction calculation?
- 02 **Noor:** Use the collected ¹ _____: five hundred grams. The water input is a different measurement, and some liquid remains with the grounds and filter.
- 03 **Maya:** The refractometer result is one point three five percent TDS. That means concentration, not one point three five percent of the grounds extracted?
- 04 **Noor:** Correct. ² _____ describes the coffee concentration in the beverage for this reading.
- 05 **Maya:** So I multiply five hundred by zero point zero one three five. That gives six point seven five grams of dissolved coffee material in the collected drink.
- 06 **Noor:** Yes, using the supplied measurement. Then divide that by the ³ _____ of thirty grams and multiply by one hundred.

Conversation / continued

- 07 **Maya:** That gives twenty-two point five percent. It's an estimate based on the beverage we measured, not a perfect account of everything removed from the grounds.
- 08 **Noor:** Right. That practical ⁴ _____ estimate excludes any additional accounting for dissolved material in retained liquid.
- 09 **Maya:** And the number alone does not say whether everyone will like the cup. We still have to describe what we taste.
- 10 **Noor:** Exactly. Nor is TDS a caffeine test. Keep strength, estimated extraction, sensory description, and customer preference separate.

Conversation continues on the next page.

Strength is not extraction

CONVERSATION / CONTINUED

- 11 **Maya:** Now suppose we add one hundred grams of water to all five hundred grams after brewing. Nothing else is added or lost in the example.
- 12 **Noor:** Then the total becomes six hundred grams. This is ⁵ _____, not another extraction through the grounds.
- 13 **Maya:** The dissolved coffee material is still six point seven five grams. Dividing it by six hundred and multiplying by one hundred gives one point one two five percent.
- 14 **Noor:** Yes. The ⁶ _____ falls, while the calculated mass of recovered coffee material stays the same.
- 15 **Maya:** Then six hundred times one point one two five, divided by thirty, still gives twenty-two point five percent for our beverage-based estimate.
- 16 **Noor:** Correct. A lower concentration after adding water does not mean we reversed the original extraction or removed coffee material.
- 17 **Maya:** Would the instrument necessarily display all three decimal places in one point one two five?
- 18 **Noor:** No. That is the arithmetic result, not a promise of instrument resolution or accuracy. Actual measurement needs the specified calibration, sample preparation, and reporting precision.
- 19 **Maya:** I will label the measured one point three five separately from the calculated diluted value, and keep both beverage weights with them.
- 20 **Noor:** Good. That makes the comparison reproducible without calling a calculation a new measurement or treating a preferred flavor as a universal target.

CHECK THE GAPS

1. beverage mass / 2. Total dissolved solids / 3. dry dose / 4. extraction yield / 5. dilution / 6. concentration

[Why these answers fit, page 151](#)

Calculate the diluted concentration

For a simplified beverage-based calculation, a 25 g dose produces 400 g collected coffee at 1.25% TDS. Add 100 g water after brewing, assuming negligible added solids and no coffee-solids loss. EY% = beverage mass x TDS% / dry dose.

Complete the exchange using each phrase once. Read both roles, then switch roles and repeat with the bank covered.

WORD AND PHRASE BANK

20 / 500 / 5 / 1.00

- 01 **Barista:** Dissolved coffee material in the original drink is ¹ _____ grams.
- 02 **Lead:** The beverage-based extraction estimate is ² _____ percent.
- 03 **Barista:** The diluted beverage mass is ³ _____ grams.
- 04 **Lead:** The calculated diluted TDS is ⁴ _____ percent.

CHECK THE GAPS

1. 5 / 2. 20 / 3. 500 / 4. 1.00

[Why these answers fit, page 151](#)

Keep the distinction audible

Explain concentration and a practical beverage-based extraction estimate without confusing them with taste or caffeine.

Language for the next case

Twelve cups, overlapping choices

modifiers

Modifiers change specified drinks within the twelve-cup order; they are not additional cups to add to the total.

Ben: Those are modifiers within the order, not extra drinks. Do we know how many people want both decaf and oat?

oat drinks

Three drinks use oat in total; two are decaf, leaving one non-decaf oat drink.

Ben: Correct. And of the three oat drinks, two are already in the combined group. That leaves one oat latte with non-decaf coffee.

named list

The named list preserves the combination assigned to each person; correct overall totals alone do not guarantee the right drink for each recipient.

Ben: Both checks agree. Keep the named list beside those group counts so we do not swap somebody's choices while preparing labels.

overlap

The overlap is the two drinks that are both decaf and oat; counting them twice would distort the totals.

Ben: Then start with the overlap: two decaf oat lattes. Put those two names in that group once each.

remaining seven

Twelve minus the five drinks in the other three distinct groups leaves seven non-decaf dairy lattes.

Ben: The remaining seven are non-decaf dairy lattes. Two plus two plus one plus seven makes twelve.

requested pickup

08:30 is the requested time; the shift lead has not yet confirmed capacity, so the accurate drink count does not confirm the schedule.

Ben: Not yet. That is the requested pickup. The lead still needs to confirm capacity alongside the other orders.

Read the phrases aloud. Then complete the conversation on the following pages using the word bank.

Conversation

Twelve cups, overlapping choices

Fictional advance office order: twelve small hot lattes, all without syrup. Four require decaf; three require oat drink; two require both. All remaining milk is dairy and remaining coffee non-decaf. No allergy has been reported. Named drink details are available. Requested pickup is 08:30; shift-lead capacity confirmation is pending.

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

named list / overlap / remaining seven / modifiers / oat drinks / requested pickup

- 01 **Amina:** The office wants twelve lattes. Four are decaf and three are oat. I initially added those to twelve, but that cannot be right.
- 02 **Ben:** Those are ¹ _____ within the order, not extra drinks. Do we know how many people want both decaf and oat?
- 03 **Amina:** Yes, two names have both choices. Every drink is small, hot, and without syrup. The other milk choice is dairy.
- 04 **Ben:** Then start with the ² _____: two decaf oat lattes. Put those two names in that group once each.
- 05 **Amina:** Four drinks are decaf in total. After the two with oat, that leaves two decaf drinks with dairy milk.
- 06 **Ben:** Correct. And of the three ³ _____, two are already in the combined group. That leaves one oat latte with non-decaf coffee.
- 07 **Amina:** So far we have two decaf oat, two decaf dairy, and one non-decaf oat. That accounts for five cups.
- 08 **Ben:** The ⁴ _____ are non-decaf dairy lattes. Two plus two plus one plus seven makes twelve.
- 09 **Amina:** Let me cross-check by coffee choice: four decaf and eight non-decaf. By milk: three oat and nine dairy.
- 10 **Ben:** Both checks agree. Keep the ⁵ _____ beside those group counts so we do not swap somebody's choices while preparing labels.

Conversation continues on the next page.

Twelve cups, overlapping choices

CONVERSATION / CONTINUED

- 11 **Amina:** Would it be enough to put oat on three cups and decaf on four cups independently?
- 12 **Ben:** Not unless the right two cups receive both. The totals could look correct while individual drinks are wrong. Check each label against its person's combined request.
- 13 **Amina:** No allergy is reported on this order. I will not label oat as allergy-safe or assume that it means the person cannot have dairy.
- 14 **Ben:** Right. If an allergy is disclosed, use the actual allergy process. Milk preference and a verified allergy arrangement are not interchangeable.
- 15 **Amina:** The organizer wants pickup at eight thirty. Can I send a message saying that is confirmed now that the numbers add up?
- 16 **Ben:** Not yet. That is the ⁶ _____. The lead still needs to confirm capacity alongside the other orders.
- 17 **Amina:** I will send the complete twelve-drink breakdown to the lead, including the two decaf oat cups, and ask about that pickup time.
- 18 **Ben:** Good. Keep the common details on every group: small, hot, no syrup. Grouping the coffee and milk choices must not drop those instructions.
- 19 **Amina:** My final check is two decaf oat, two decaf dairy, one non-decaf oat, seven non-decaf dairy; twelve named drinks. Eight thirty remains a request.
- 20 **Ben:** That is ready for the capacity check. Once the arrangement is confirmed, communicate it to the organizer and keep any later changes attached to the same order.

CHECK THE GAPS

1. modifiers / 2. overlap / 3. oat drinks / 4. remaining seven / 5. named list / 6. requested pickup

[Why these answers fit, page 153](#)

Count each combination once

A ten-latte order includes five decaf drinks and four oat drinks. Three drinks are both decaf and oat. All others use non-decaf coffee or dairy milk as applicable. An 09:00 pickup has been requested but not confirmed.

Complete the exchange using each phrase once. Read both roles, then switch roles and repeat with the bank covered.

WORD AND PHRASE BANK

one / requested / two / four

- 01 **Counter:** Decaf with dairy accounts for ¹ _____ cups.
- 02 **Bar:** Non-decaf with oat accounts for ² _____ cup.
- 03 **Counter:** Non-decaf with dairy accounts for ³ _____ cups.
- 04 **Bar:** The 09:00 pickup time remains ⁴ _____ .

CHECK THE GAPS

1. two / 2. one / 3. four / 4. requested

[Why these answers fit, page 153](#)

Keep the distinction audible

Turn a group order into mutually exclusive drink counts while keeping coffee and milk choices attached to each cup.

01 / Answers and explanations

A / Read the situation

A1. What does regular mean on this cafe menu?

C. The middle size

The brief defines the local size convention, not a universal coffee meaning.

[Return to the exercise, page 4](#)

A2. What did Alex initially mean?

D. Non-decaf coffee

Alex uses regular for coffee choice rather than cup size.

[Return to the exercise, page 4](#)

A3. Which order is confirmed?

D. Small hot non-decaf latte, standard dairy milk, no syrup, takeaway

The separate answers establish every listed detail in the confirmed order.

[Return to the exercise, page 4](#)

D / Response choices

D1. Which question directly resolves the ambiguity?

C. Do you mean our middle size or non-decaf coffee?

The correct question names two plausible meanings without imposing either.

[Return to the exercise, page 8](#)

D2. Which statement overclaims?

D. Non-decaf tells me the exact caffeine quantity.

Coffee choice alone does not establish an exact caffeine quantity.

[Return to the exercise, page 8](#)

01 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Context-dependent label that may describe size or coffee choice. Which term fits?

B. regular

A Not here. plant-based drink: Beverage made from plant ingredients and used as a milk alternative. The usual combination is "check a plant-based drink".

B Correct. regular: Context-dependent label that may describe size or coffee choice. The usual combination is "clarify regular".

C Not here. clarifying question: Question that resolves a specific uncertainty. The usual combination is "ask a clarifying question".

D Not here. decaf: Coffee processed to remove most caffeine, not necessarily all. The usual combination is "request decaf".

[Return to the exercise, page 8](#)

D4. Rebuild the exchange from "What does regular mean?". Alex: "Hot, please. Just the usual coffee in it, with no extra shot." Nia: [missing response] Alex: "What does it normally come with? I couldn't read that part of the menu either." Which response belongs in the gap?

A. Small, hot, non-decaf. What would you like for milk?

A Correct. This is Nia's response in turn 6. It connects Alex's preceding point with Alex's follow-up. Non-decaf identifies the requested coffee, not an exact caffeine quantity.

B Not here. This line belongs to turn 10, after Alex says: "Yes, that's fine. And no vanilla or anything sweet, please." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 8, after Alex says: "What does it normally come with? I couldn't read that part of the menu either." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 4, after Alex says: "Not decaf. A small cup would be plenty. Sorry, I couldn't see the sizes from the back of the queue." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 8](#)

E / Conversation

1. regular

Turn 2. Regular is ambiguous here: Alex means non-decaf, while the cafe uses it for the middle size.

2. small

Turn 4. Small is the size Alex chooses; it does not change the separate coffee choice.

01 / Answers and explanations / continued

3. non-decaf

Turn 6. Non-decaf identifies the requested coffee, not an exact caffeine quantity.

4. dairy milk

Turn 8. Dairy milk is the stated default for this cafe, and Alex accepts it.

5. no syrup

Turn 10. This explicitly records the omission Alex requests instead of assuming it.

6. takeaway

Turn 12. Takeaway preserves the service choice Alex gave at the start.

7. middle size

Turn 14. Middle size is the cafe's meaning of regular, not the size Alex ordered.

8. hot

Turn 16. Hot is the confirmed temperature style; clarifying size did not change it.

9. read-back

Turn 18. A read-back combines the separate choices so Alex can check the complete order.

10. ticket

Turn 20. The ticket records the confirmed request; it does not mean the drink has already been prepared.

[Return to the conversation, page 9](#)

F / Accuracy and scope

F1. Which correction preserves Alex's request?

B. Small, not regular size; still non-decaf.

The correction changes the size interpretation without changing the confirmed coffee choice.

[Return to the exercise, page 11](#)

F2. Why read the order back?

A. To verify the combined choices before preparation

A read-back confirms the details together and lets the customer correct a misunderstanding.

[Return to the exercise, page 11](#)

01 / Answers and explanations / continued

F / Guided speaking

1. decaf

Barista: The coffee choice is decaf.

Turn 1. Jo explicitly clarifies decaf as the intended coffee choice.

2. large

Customer: The size should be large.

Turn 2. Large is the selected cup size in this new order.

3. iced

Barista: The drink should be iced.

Turn 3. Iced is the stated temperature style, not inferred from size.

4. oat drink

Customer: Please use oat drink.

Turn 4. Oat drink is the specified milk alternative for this order.

[Return to the conversation, page 12](#)

F / Rebuild the exchange

1. Rebuild the exchange from "What does regular mean?". Sam: "Thanks. I haven't started it. I can see small on the ticket now; I heard regular earlier." Nia: [missing response] Alex: "That's right. And still hot, please. I only changed what I called the size." Which response belongs in the gap?

B. Yes, Alex meant the coffee, not our middle size. The order is for a small.

A Not here. This line belongs to turn 18, after Alex says: "Could you run through the whole thing once more? I don't want to hold everyone up with a remake." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Nia's response in turn 14. It connects Sam's preceding point with Alex's follow-up. Middle size is the cafe's meaning of regular, not the size Alex ordered.

C Not here. This line belongs to turn 2, after Alex says: "Could I get a regular latte to go? Just the one, please." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 20, after Alex says: "Exactly that. Thanks for checking instead of just giving me the middle cup." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 12](#)

02 / Answers and explanations

A / Read the situation

A1. Which feature does Morgan want less of?

D. Foam

The brief identifies less foam as the preference to satisfy.

[Return to the exercise, page 13](#)

A2. What is the same in both recipes?

B. The espresso serving

Both small drinks use the same espresso serving in this fictional cafe.

[Return to the exercise, page 13](#)

A3. Which option matches the stated preference?

C. The small latte

The latte has less foam than the cappuccino in the supplied recipes.

[Return to the exercise, page 13](#)

D / Response choices

D1. Which recommendation is best supported?

D. Choose the latte if less foam is your priority.

The supplied recipe comparison directly supports the latte for less foam.

[Return to the exercise, page 17](#)

D2. Which statement preserves scope?

C. In our small recipes, the espresso serving is the same.

The phrase limits the comparison to the two actual cafe recipes.

[Return to the exercise, page 17](#)

02 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Milk foam with very small bubbles and a smooth texture. Which term fits?

B. microfoam

A Not here. beverage yield: Mass of brewed coffee collected, excluding the cup. The usual combination is "record beverage yield".

B Correct. microfoam: Milk foam with very small bubbles and a smooth texture. The usual combination is "describe microfoam".

C Not here. caffeine content: Amount of caffeine in a specified quantity or serving. The usual combination is "avoid guessing caffeine content".

D Not here. concentration: Amount of a substance relative to the quantity of liquid. The usual combination is "distinguish concentration from serving amount".

[Return to the exercise, page 17](#)

D4. Rebuild the exchange from "Less foam, not more caffeine". Morgan: "So it feels less airy? I like the milk, just not a thick layer sitting on top." Sora: [missing response] Morgan: "People keep telling me cappuccino is stronger. Does that mean another shot?" Which response belongs in the gap?

D. Yes, that is the texture difference. The cappuccino is the foamier of these two.

A Not here. This line belongs to turn 12, after Morgan says: "Good. Are we comparing the small drinks? The latte I had elsewhere came in a much bigger cup." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 2, after Morgan says: "I normally get a cappuccino, but I often leave half the foam. Would a latte suit me better?" It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 10, after Morgan says: "I mean the flavor, really. I do not want you to add extra coffee to make the latte less foamy." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Sora's response in turn 6. It connects Morgan's preceding point with Morgan's follow-up. Texture describes the feel of the drink, rather than the amount of caffeine it contains.

[Return to the exercise, page 17](#)

E / Conversation

1. less foam

Turn 2. Less foam is Morgan's stated preference, and the cafe's latte is the closer recipe match.

2. same espresso serving

Turn 4. The supplied small recipes have the same espresso serving; changing foam does not automatically add coffee.

02 / Answers and explanations / continued

3. texture

Turn 6. Texture describes the feel of the drink, rather than the amount of caffeine it contains.

4. stronger

Turn 8. Stronger can mean perceived flavor intensity or caffeine, so the meaning needs clarification.

5. shot count

Turn 10. Shot count is the espresso-serving quantity, which Morgan does not want increased.

6. like-for-like

Turn 12. Like-for-like compares the specified small drinks at this cafe, not different sizes at different shops.

7. milk proportion

Turn 14. Milk proportion describes the milk share of the drink and helps explain its flavor balance without claiming measured caffeine.

8. preference

Turn 16. Preference is Morgan's choice of a less-foamy drink, not a medical need or a universal quality judgment.

9. recipe variation

Turn 18. Recipe variation means drink names do not guarantee identical proportions at every cafe.

10. extra shot

Turn 20. An extra shot is an additional espresso serving, which has not been requested.

[Return to the conversation, page 18](#)

F / Accuracy and scope

F1. What should Sora clarify if asked for stronger?

C. Whether Morgan means flavor or caffeine

Strong has several possible meanings that require a specific follow-up question.

[Return to the exercise, page 20](#)

F2. Which feature is not established?

C. Exact caffeine content in milligrams

No measured caffeine quantity is supplied in the brief or recipe comparison.

[Return to the exercise, page 20](#)

02 / Answers and explanations / continued

F / Guided speaking

1. cappuccino

Barista: The closer match is the cappuccino.

Turn 1. The cappuccino has more foam, matching Rei's stated preference.

2. foam

Customer: I want more foam, not more coffee.

Turn 2. Foam is the feature Rei wants increased in the comparison.

3. one

Barista: Both small recipes use one espresso serving.

Turn 3. One espresso serving is the shared recipe quantity supplied.

4. extra shot

Customer: Please do not add an extra shot.

Turn 4. Rei explicitly declines an additional espresso serving beyond the recipe.

[Return to the conversation, page 21](#)

02 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Less foam, not more caffeine". Morgan: "That helps. More milk might soften the taste a little, then?" Sora: [missing response] Morgan: "All right, a small latte sounds closer to what I enjoy. Just the standard version." Which response belongs in the gap?

B. The milk proportion changes the balance. The latte is the milkier option in this comparison.

A Not here. This line belongs to turn 10, after Morgan says: "I mean the flavor, really. I do not want you to add extra coffee to make the latte less foamy." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Sora's response in turn 14. It connects Morgan's preceding point with Morgan's follow-up. Milk proportion describes the milk share of the drink and helps explain its flavor balance without claiming measured caffeine.

C Not here. This line belongs to turn 18, after Morgan says: "At another cafe, should I ask the same question about foam rather than rely on the name?" It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 16, after Morgan says: "All right, a small latte sounds closer to what I enjoy. Just the standard version." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 21](#)

03 / Answers and explanations

A / Read the situation

A1. Which allergy is reported?

B. Milk

Priya explicitly reports a milk allergy, separate from the syrup omission.

[Return to the exercise, page 24](#)

A2. What has Leo verified so far?

A. Oat drink is available

Availability is known, while ingredient and preparation checks remain incomplete.

[Return to the exercise, page 24](#)

A3. Who can review the request?

C. Amina, the shift lead

Amina is the named available lead for the cafe allergy procedure.

[Return to the exercise, page 24](#)

D / Response choices

D1. Which response is best?

C. We have oat drink, but I need to check the product and preparation for your milk allergy.

The answer separates stock availability from ingredient and preparation suitability.

[Return to the exercise, page 28](#)

D2. What does no vanilla establish?

D. A request to omit that syrup

The omission concerns one ingredient and does not settle the full allergy question.

[Return to the exercise, page 28](#)

03 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Unintended introduction of an allergen into food or drink. Which term fits?

D. cross-contact

A Not here. shared equipment: Equipment used for more than one product or ingredient type. The usual combination is "check shared equipment".

B Not here. oat drink: Beverage made using oats, with other ingredients varying by product. The usual combination is "check the oat drink".

C Not here. ingredient verification: Checking the relevant information for the actual product. The usual combination is "complete ingredient verification".

D Correct. cross-contact: Unintended introduction of an allergen into food or drink. The usual combination is "assess cross-contact".

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D4. Rebuild the exchange from "Oat does not settle the question". Priya: "What do you need to check? I have not ordered here before." Leo: [missing response] Priya: "Do you use the same equipment for dairy and oat drinks? I can see both behind the counter." Which response belongs in the gap?

A. We need the ingredient list and other relevant information for the carton in use now. I will not rely on what an earlier product contained.

A Correct. This is Leo's response in turn 6. It connects Priya's preceding point with Priya's follow-up. The ingredient list supplies product composition information for the actual carton rather than assumptions from its name.

B Not here. This line belongs to turn 2, after Priya says: "Could I have an oat latte without vanilla syrup? I also need to tell you that I have a milk allergy." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 20, after Priya says: "Thank you. I will wait here while you ask her." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 18, after Priya says: "Understood. Nothing has been made for me yet, so please come back with the result before we go any further." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 28](#)

E / Conversation

1. milk allergy

Turn 2. Milk allergy is the reported safety-related information, separate from the customer's syrup preference.

03 / Answers and explanations / continued

2. availability

Turn 4. Availability means the product is present; it does not establish suitability for the reported allergy.

3. ingredient list

Turn 6. The ingredient list supplies product composition information for the actual carton rather than assumptions from its name.

4. shared equipment

Turn 8. Shared equipment is relevant because preparation can introduce allergens even when a product name sounds suitable.

5. omission

Turn 10. Omission refers to leaving out vanilla syrup, a separate instruction that does not resolve the milk-allergy question.

6. shift lead

Turn 12. The shift lead is the named available person who can review the request through the cafe process.

7. allergy flag

Turn 14. The allergy flag preserves the disclosure as allergy-related information rather than reducing it to a preference.

8. suitability

Turn 16. Suitability is the unresolved question about the complete product and preparation, not merely whether oat drink is stocked.

9. customer update

Turn 18. A customer update communicates the review result or continuing uncertainty without implying that a pending check is complete.

10. allergy procedure

Turn 20. The allergy procedure is the actual workplace route for the request; this conversation does not substitute for its required checks.

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03 / Answers and explanations / continued

F / Accuracy and scope

F1. Which summary should reach Amina?

C. Oat latte, no vanilla, reported milk allergy; relevant checks pending

The summary preserves all known details and the unresolved checking status.

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F2. Which claim is unsupported?

B. The complete drink is suitable for Priya's allergy.

Neither current product information nor preparation arrangements have yet been verified.

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F / Guided speaking

1. sesame

Barista: The reported allergy is sesame.

Turn 1. Sesame is explicitly reported and must not be replaced by soy.

2. caramel

Customer: Please leave out caramel.

Turn 2. Caramel is the separate omission requested for this drink.

3. Rosa

Barista: The lead available to review this is Rosa.

Turn 3. Rosa is the named available reviewer in the new scenario.

4. unconfirmed

Barista: Suitability remains unconfirmed.

Turn 4. Both relevant checks are incomplete, so suitability cannot be asserted.

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03 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Oat does not settle the question". Priya: "Please make sure she knows it is an allergy, not just that I prefer oat." Leo: [missing response] Priya: "All right. So I should wait for her answer before ordering the drink?" Which response belongs in the gap?

A. I will say: oat latte, no vanilla syrup, reported milk allergy. The allergy flag must remain distinct from the choice of oat drink.

A Correct. This is Leo's response in turn 14. It connects Priya's preceding point with Priya's follow-up. The allergy flag preserves the disclosure as allergy-related information rather than reducing it to a preference.

B Not here. This line belongs to turn 10, after Priya says: "Thank you for being clear. Please keep the no-vanilla part on the order as well; that is still what I would like." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 4, after Priya says: "Do you have oat drink today? I can see it mentioned on the menu, but I know products sometimes change." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 16, after Priya says: "All right. So I should wait for her answer before ordering the drink?" It addresses that point, not the missing turn in the supplied exchange.

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04 / Answers and explanations

A / Read the situation

A1. Which ticket belongs to this Sam?

C. 67

The brief explicitly identifies this customer as holding ticket 67.

[Return to the exercise, page 34](#)

A2. Which drink is complete?

C. Ticket 64, small hot latte

Ticket 64 is complete while the other drink remains in progress.

[Return to the exercise, page 34](#)

A3. What wait can Hana promise?

B. No precise wait is established

The brief provides no reliable estimate for completion of ticket 67.

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D / Response choices

D1. Which call is least ambiguous?

D. Sam, ticket 64, small hot latte

The number and description distinguish two orders with the same customer name.

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D2. Which status report is correct?

A. Ticket 64 is complete; ticket 67 is in progress.

The report preserves the separately established preparation states.

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04 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Name shared by more than one current customer. Which term fits?

C. duplicate name

A Not here. partial order: Order with some but not all items complete. The usual combination is "identify a partial order".

B Not here. cup label: Information attached to a cup to identify its order. The usual combination is "read the cup label".

C Correct. duplicate name: Name shared by more than one current customer. The usual combination is "resolve a duplicate name".

D Not here. handover point: Place or stage where an item passes to the customer. The usual combination is "check at the handover point".

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D4. Rebuild the exchange from "Two customers named Sam". Sam: "Oh, I see. Mine should be larger and iced. I just heard my name and came forward." Hana: [missing response] Sam: "Is mine finished somewhere else on the counter, then? I do not want to stand in the wrong place or miss another call." Which response belongs in the gap?

B. That is understandable. Your drink description is large iced decaf latte. Those details do not match the small hot drink that was called.

A Not here. This line belongs to turn 18, after Sam says: "Thanks. I will listen for sixty-seven. Please include decaf when you call it." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Hana's response in turn 6. It connects Sam's preceding point with Sam's follow-up. The drink description adds size, temperature, and coffee choice to the ticket identifier, making the match clearer.

C Not here. This line belongs to turn 2, after Sam says: "I heard Sam called. Is this my latte? I have been waiting near the counter, and I thought that must be mine." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 4, after Sam says: "Of course. My receipt says sixty-seven. I ordered the large iced decaf latte, so perhaps this is the other person's cup." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 38](#)

E / Conversation

1. ticket number

Turn 2. The ticket number distinguishes the two customers sharing the name Sam before the drink is collected.

04 / Answers and explanations / continued

2. sixty-four

Turn 4. Sixty-four identifies the finished small hot latte, not Sam's large iced decaf order.

3. drink description

Turn 6. The drink description adds size, temperature, and coffee choice to the ticket identifier, making the match clearer.

4. in progress

Turn 8. In progress is the verified unfinished preparation state of ticket 67; it is not a ready-for-collection announcement.

5. estimated wait

Turn 10. An estimated wait requires a current check; Hana has no reliable time to give at this point.

6. ready call

Turn 12. The ready call will identify the specific completed order, reducing the ambiguity caused by a shared name.

7. completed drink

Turn 14. The completed drink is ticket 64's small hot latte; it remains separate from the pending ticket 67.

8. cup label

Turn 16. The cup label carries the order details; the check confirms the requested decaf modifier remains attached to ticket 67.

9. handover point

Turn 18. The handover point is where the final match matters before the prepared drink passes to the customer.

10. pickup mix-up

Turn 20. The pickup mix-up concerns identity at collection; resolving it does not mean the pending drink has become ready.

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04 / Answers and explanations / continued

F / Accuracy and scope

F1. Which response invents a fact?

D. Yours will definitely be ready in thirty seconds.

No reliable completion estimate is supplied, so thirty seconds is unsupported.

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F2. Why check before collection?

C. The name alone does not distinguish the orders.

Both customers share a name, requiring additional order details to match correctly.

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F / Guided speaking

1. 84

Barista: Your ticket number is 84.

Turn 1. The customer in this exchange holds ticket 84, not 81.

2. coffee

Customer: I ordered the large iced coffee.

Turn 2. Coffee is the drink attached to ticket 84 in the brief.

3. 81

Barista: The completed small tea belongs to ticket 81.

Turn 3. Ticket 81 identifies the completed tea, a separate order.

4. in progress

Barista: Your order remains in progress.

Turn 4. Ticket 84 has not reached completion in the supplied facts.

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04 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Two customers named Sam". Sam: "I have not taken this one. I will leave it for the other Sam." Hana: [missing response] Sam: "And mine is definitely still marked decaf? That is one of the details I particularly wanted to make sure had not been lost." Which response belongs in the gap?

B. Thank you. The completed drink belongs to that ticket. I will keep it matched to its order rather than treating the shared name as enough.

A Not here. This line belongs to turn 12, after Sam says: "That is fair. When you call it, could you say the number too? Otherwise we might both come forward again." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Hana's response in turn 14. It connects Sam's preceding point with Sam's follow-up. The completed drink is ticket 64's small hot latte; it remains separate from the pending ticket 67.

C Not here. This line belongs to turn 10, after Sam says: "Do you have a rough wait for mine? I need to know whether I have time to stay." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 18, after Sam says: "Thanks. I will listen for sixty-seven. Please include decaf when you call it." It addresses that point, not the missing turn in the supplied exchange.

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05 / Answers and explanations

A / Read the situation

A1. What does ticket 22 request?

D. Small iced latte with no syrup

The ticket gives the intended size, temperature, and syrup omission.

[Return to the exercise, page 46](#)

A2. What is wrong with the cup label?

C. It says hot vanilla latte

Hot and vanilla conflict with iced and no syrup on the ticket.

[Return to the exercise, page 46](#)

A3. Which outcome is not established?

C. A checked remake wait

A remake is available, but nobody has checked its current wait.

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D / Response choices

D1. Which request preserves the order?

D. Remake ticket 22 as a small iced latte with no syrup.

The request preserves every supplied order detail and asks for a real remake.

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D2. Which statement should Ben avoid?

A. Your replacement will definitely be ready in one minute.

No checked wait or guaranteed completion time has been supplied.

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05 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Original order record used to verify the intended drink. Which term fits?

D. source ticket

A Not here. service recovery: Response intended to address a service failure. The usual combination is "coordinate service recovery".

B Not here. verification: Check that an item or record meets the relevant requirement. The usual combination is "complete verification".

C Not here. remake status: Current stage of preparing the replacement. The usual combination is "update remake status".

D Correct. source ticket: Original order record used to verify the intended drink. The usual combination is "check the source ticket".

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D4. Rebuild the exchange from "The label is not the ticket". Ben: "The customer has not collected it. I caught it while checking the cup against the ticket, before calling the order at pickup." Imani: [missing response] Ben: "Please keep both changes: iced and no syrup. The size stays small." Which response belongs in the gap?

D. Thank you. We can arrange a remake matching the ticket. I will not treat changing the words on the label as proof the drink is correct.

A Not here. This line belongs to turn 16, after Ben says: "All right, no promised refund or free extra. Let us sort the drink first and check how the mismatch happened afterwards." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 20, after Ben says: "Thank you. For now I will say the correction is underway and the wait is still being checked, without claiming more than that." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 12, after Ben says: "I will tell the customer, 'Sorry, we caught an error before pickup. We are correcting your drink and checking the wait.'" It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Imani's response in turn 6. It connects Ben's preceding point with Ben's follow-up. A remake means preparing a replacement to match the order, not merely changing the label on an unchecked drink.

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E / Conversation

1. source ticket

Turn 2. The source ticket is the order record used to establish the intended drink rather than trusting the conflicting label.

05 / Answers and explanations / continued

2. mismatch

Turn 4. Mismatch describes the disagreement between iced and no syrup on the ticket and hot vanilla on the label.

3. remake

Turn 6. A remake means preparing a replacement to match the order, not merely changing the label on an unchecked drink.

4. order specification

Turn 8. The order specification includes all confirmed details: small, iced, latte, and no syrup.

5. checked estimate

Turn 10. A checked estimate comes from current production information; no reliable remake wait has yet been obtained.

6. customer-facing message

Turn 12. The customer-facing message explains the correction and unresolved timing in ordinary language without inventing a promise.

7. refund

Turn 14. Refund is a separate payment decision; the availability of a remake does not establish authorization to return money.

8. cause

Turn 16. Cause requires evidence beyond the observed disagreement; the exchange does not establish who or what produced the error.

9. final match

Turn 18. The final match verifies the replacement against the intended order before handover, rather than assuming a new cup is automatically correct.

10. remake status

Turn 20. Remake status reports the actual stage of the replacement; it must not convert an intended correction into completed work.

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05 / Answers and explanations / continued

F / Accuracy and scope

F1. What does a corrected label alone establish?

A. Corrected wording, not verified drink contents

Relabeling changes information and does not verify preparation or contents.

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F2. Which report avoids blame?

A. The ticket and cup label do not match.

The evidence establishes a mismatch but does not identify intent or cause.

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F / Guided speaking

1. hot

Counter: The intended temperature is hot.

Turn 1. Hot is the ticket instruction, while iced is the conflicting label.

2. oat drink

Barista: The specified milk alternative is oat drink.

Turn 2. Oat drink is the confirmed product choice on ticket 35.

3. no syrup

Counter: The ticket also requests no syrup.

Turn 3. The syrup omission must remain intact while correcting the other details.

4. unchecked

Barista: The current wait is still unchecked.

Turn 4. No verified remake estimate is supplied in the new scenario.

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05 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "The label is not the ticket". Ben: "Should I offer a refund or an extra drink? I would rather check before making an offer that someone else has to reverse." Imani: [missing response] Ben: "All right, no promised refund or free extra. Let us sort the drink first and check how the mismatch happened afterwards." Which response belongs in the gap?

B. No refund has been authorized in this exchange. Keep any payment or complimentary-item request within the actual service-recovery process.

A Not here. This line belongs to turn 8, after Ben says: "Please keep both changes: iced and no syrup. The size stays small." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Imani's response in turn 14. It connects Ben's preceding point with Ben's follow-up. Refund is a separate payment decision; the availability of a remake does not establish authorization to return money.

C Not here. This line belongs to turn 2, after Ben says: "Hold ticket twenty-two, please. It has not been collected, but the cup label and the order do not match." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 4, after Ben says: "The ticket says small iced latte with no syrup. The cup is labeled hot vanilla latte, so there are two clear differences." It addresses that point, not the missing turn in the supplied exchange.

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06 / Answers and explanations

A / Read the situation

A1. What information is missing?

D. The recipient's brewer and grinder availability

The customer does not know the brewing equipment or whether a grinder is available.

[Return to the exercise, page 56](#)

A2. What does hazelnut mean on this bag?

C. A flavor note, not an ingredient declaration

The brief explicitly defines the wording as a sensory description.

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A3. What should happen before choosing a grind?

A. Clarify the intended brewing method

The brewing method is needed to choose a relevant grind rather than guessing.

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D / Response choices

D1. Which response to normal ground is strongest?

A. What brewer will the recipient use?

The brewer supplies the missing context needed for a useful grind choice.

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D2. What can Rafael infer from hazelnut alone?

B. A stated sensory description, not ingredient or allergy status

Tasting language does not establish product composition, handling, or recipient equipment.

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06 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Grinder adjustment used to produce a target particle size. Which term fits?

D. grind setting

A Not here. tasting note: Word describing a sensory impression of flavor or aroma. The usual combination is "explain a tasting note".

B Not here. fine grind: Relatively small coffee particles. The usual combination is "request a fine grind".

C Not here. French press: Immersion brewer with a plunger and filter. The usual combination is "identify a French press".

D Correct. grind setting: Grinder adjustment used to produce a target particle size. The usual combination is "confirm the grind setting".

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D4. Rebuild the exchange from "Before the beans are ground". Jamie: "Could we start fine, then make it coarser if I discover they use something else?" Rafael: [missing response] Jamie: "You also sell this exact coffee as beans, do you not?" Which response belongs in the gap?

C. We cannot make already-ground particles larger again. It is better to confirm the grind size first.

A Not here. This line belongs to turn 2, after Jamie says: "Could you grind this bag for a gift? Just normal ground, please. My friend makes coffee at home." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 4, after Jamie says: "I have seen a machine in the kitchen, but I could not tell you which kind." It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Rafael's response in turn 6. It connects Jamie's preceding point with Jamie's follow-up. Grind size must be chosen before grinding because reducing particles cannot be reversed into larger particles.

D Not here. This line belongs to turn 10, after Jamie says: "I am not sure. I could message their partner without giving the gift away." It addresses that point, not the missing turn in the supplied exchange.

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E / Conversation

1. brewing method

Turn 2. Brewing method identifies how the recipient makes coffee and helps resolve the ambiguous normal-ground request.

2. brewer

Turn 4. Brewer is the actual coffee-making equipment, whose type is still unknown.

06 / Answers and explanations / continued

3. grind size

Turn 6. Grind size must be chosen before grinding because reducing particles cannot be reversed into larger particles.

4. whole bean

Turn 8. Whole bean means unground roasted beans, which preserve a later grind choice but require a suitable grinder.

5. grind setting

Turn 10. Grind setting remains undecided because the recipient's equipment has not been established.

6. tasting note

Turn 12. Tasting note describes a sensory impression, not a declaration that hazelnuts were added.

7. ingredient declaration

Turn 14. An ingredient declaration states product composition, while sensory notes describe perceived flavor.

8. allergen suitability

Turn 16. Allergen suitability cannot be established from a flavor note; product and relevant handling information must be checked.

9. brewer type

Turn 18. Brewer type supplies practical equipment context for choosing a suitable grind instead of guessing from normal.

10. purchase choice

Turn 20. Purchase choice is still open; pausing the grinding does not complete a whole-bean sale.

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F / Accuracy and scope

F1. Why not automatically recommend whole beans?

D. The recipient may not have a suitable grinder.

Grinder availability is unknown, so convenience cannot be assumed.

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06 / Answers and explanations / continued

F2. Which statement preserves the decision stage?

C. The grind choice has not been finalized.

Neither the intended brewer nor a final grind choice is established.

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F / Guided speaking

1. French press

Customer: The recipient uses a French press.

Turn 1. French press is the confirmed brewer in this new scenario.

2. brewer

Barista: We should match the grind to that brewer.

Turn 2. The equipment provides the relevant basis for the grind discussion.

3. flavor note

Customer: Cocoa here is a flavor note.

Turn 3. The brief identifies cocoa as sensory wording on the bag.

4. assessment

Barista: That wording is not an allergy assessment.

Turn 4. A flavor description does not supply a completed allergy assessment.

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06 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Before the beans are ground". Jamie: "Like describing a wine as fruity? It does not mean someone put that fruit into it?" Rafael: [missing response] Jamie: "Does that also mean the word cannot tell me whether it is suitable for someone with a nut allergy?" Which response belongs in the gap?

C. That is the distinction. A sensory description is not an ingredient declaration. For ingredients, we check the actual product information.

A Not here. This line belongs to turn 2, after Jamie says: "Could you grind this bag for a gift? Just normal ground, please. My friend makes coffee at home." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 20, after Jamie says: "Please leave the beans as they are while I check. I have not decided whether to buy whole or ground yet." It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Rafael's response in turn 14. It connects Jamie's preceding point with Jamie's follow-up. An ingredient declaration states product composition, while sensory notes describe perceived flavor.

D Not here. This line belongs to turn 18, after Jamie says: "Understood. I will ask about the equipment first. Would a photograph of the machine help if they do not know its name?" It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 64](#)

07 / Answers and explanations

A / Read the situation

A1. What is the oat combo price?

D. \$6.50

The \$6 combo still carries the specified \$0.50 oat upcharge.

[Return to the exercise, page 67](#)

A2. What would the same selected items cost separately?

C. \$7.50

Four dollars plus fifty cents plus three dollars equals seven dollars fifty.

[Return to the exercise, page 67](#)

A3. Which pastry is available?

A. The eligible plain pastry

The brief distinguishes the sold-out almond pastry from the available plain option.

[Return to the exercise, page 67](#)

D / Response choices

D1. Which calculation is correct?

B. $\$6 + \$0.50 = \$6.50$

The oat charge is added to the combo's six-dollar base.

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D2. How much less is the combo than separate purchase?

D. \$1.00

Seven dollars fifty minus six dollars fifty equals one dollar.

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07 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Price for an item purchased separately. Which term fits?

A. standalone price

A Correct. standalone price: Price for an item purchased separately. The usual combination is "compare the standalone price".

B Not here. combined price: Price for the selected items together. The usual combination is "state the combined price".

C Not here. point of sale: System or place where the sale is recorded and paid. The usual combination is "check the point of sale".

D Not here. substitution: Replacement of a requested item with another. The usual combination is "confirm a substitution".

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D4. Rebuild the exchange from "The combo and the upcharge". Casey: "So the offer does not mean the oat drink is automatically included at no extra charge? I want to make sure I heard that correctly." Dana: [missing response] Casey: "And if I bought the latte with oat and the plain pastry as separate items, what would those same choices come to?" Which response belongs in the gap?

C. Correct. The oat upcharge is fifty cents in either comparison. With it, the combo price is six dollars fifty.

A Not here. This line belongs to turn 4, after Casey says: "Possibly. Please tell me the price before I decide, because I would like to compare the offer with buying the items separately." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 10, after Casey says: "So it is a dollar less for the same oat latte and plain pastry. I was forgetting the oat charge in one total." It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Dana's response in turn 6. It connects Casey's preceding point with Casey's follow-up. Upcharge is the additional fifty cents that applies both to the combo and to the separately purchased latte.

D Not here. This line belongs to turn 12, after Casey says: "Does the plain pastry definitely qualify, or does the offer only apply to the almond one that is no longer available?" It addresses that point, not the missing turn in the supplied exchange.

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E / Conversation

1. sold out

Turn 2. Sold out describes the requested pastry's current unavailability, which must be disclosed before offering another item.

07 / Answers and explanations / continued

2. combo

Turn 4. Combo names the six-dollar package containing the standard latte and one eligible pastry.

3. upcharge

Turn 6. Upcharge is the additional fifty cents that applies both to the combo and to the separately purchased latte.

4. separate price

Turn 8. The separate price adds the four-dollar latte, fifty-cent oat variation, and three-dollar pastry, totaling seven dollars fifty.

5. saving

Turn 10. Saving is the one-dollar difference between the same selected items bought as a combo or separately.

6. eligible item

Turn 12. Eligible item means the available plain pastry qualifies for the stated combo rather than being excluded from the promotion.

7. compulsory charges

Turn 14. Compulsory charges are explicitly included in this fictional transaction, making the stated comparison complete for these choices.

8. alternative

Turn 16. Alternative names a possible replacement; it is not an accepted selection until the customer chooses it.

9. price breakdown

Turn 18. Price breakdown separates the six-dollar combo base from the fifty-cent oat addition, producing the stated six-fifty total.

10. selection

Turn 20. Selection is the customer's actual choice, still needed before treating the proposed plain-pastry combo as the agreed transaction.

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07 / Answers and explanations / continued

F / Accuracy and scope

F1. Which statement wrongly treats an offer as acceptance?

D. I have charged you for the plain pastry because almond is sold out.

Availability does not establish the customer's agreement to the alternative.

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F2. Why mention charge inclusion?

D. To keep this transaction's stated comparison complete

The brief explicitly includes compulsory charges, so the comparison can use the supplied totals.

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F / Guided speaking

1. 7.75

Counter: The oat combo total is 7.75 dollars.

Turn 1. Seven dollars plus seventy-five cents gives seven dollars seventy-five.

2. 9.25

Customer: The separate total is 9.25 dollars.

Turn 2. Nine dollars twenty-five is the separate total supplied in the brief.

3. 1.50

Counter: The combo saves 1.50 dollars.

Turn 3. Nine dollars twenty-five minus seven dollars seventy-five equals one dollar fifty.

4. accepted

Counter: The muffin substitution is not yet accepted.

Turn 4. Availability does not show agreement, and acceptance remains pending here.

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07 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "The combo and the upcharge". Casey: "Thank you. Are those the complete prices for this transaction, or will another required charge appear when you ring it up?" Dana: [missing response] Casey: "I might just have the latte. I am not sure I want the plain pastry instead." Which response belongs in the gap?

A. These figures include the compulsory charges here. The oat combo is six dollars fifty; the same items separately are seven dollars fifty.

A Correct. This is Dana's response in turn 14. It connects Casey's preceding point with Casey's follow-up. Compulsory charges are explicitly included in this fictional transaction, making the stated comparison complete for these choices.

B Not here. This line belongs to turn 10, after Casey says: "So it is a dollar less for the same oat latte and plain pastry. I was forgetting the oat charge in one total." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 12, after Casey says: "Does the plain pastry definitely qualify, or does the offer only apply to the almond one that is no longer available?" It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 4, after Casey says: "Possibly. Please tell me the price before I decide, because I would like to compare the offer with buying the items separately." It addresses that point, not the missing turn in the supplied exchange.

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08 / Answers and explanations

A / Read the situation

A1. What remains on ticket 108?

C. The tea

The coffee is complete but the tea is explicitly still pending.

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A2. Which lids are unavailable?

A. Large takeaway lids

The shortage is specific to large takeaway lids, while small lids remain.

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A3. What is the till status?

D. Counted, with Mara's reconciliation pending

A count is complete, but the separate reconciliation has not been completed.

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D / Response choices

D1. Which handover is accurate?

C. Ticket 108: coffee complete, tea pending; large lids unavailable; till counted, review pending.

The complete report preserves each task and its distinct current stage.

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D2. What does Noor's acceptance establish?

C. Responsibility for the tea and stock follow-ups

Accepting a task transfers responsibility but does not perform the task.

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08 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Order record with unfinished items or unresolved work. Which term fits?

C. open ticket

A Not here. till: Cash drawer or register arrangement used for transactions. The usual combination is "count the till".

B Not here. review owner: Person responsible for the pending review. The usual combination is "name the review owner".

C Correct. open ticket: Order record with unfinished items or unresolved work. The usual combination is "identify an open ticket".

D Not here. lid size: Size specification relevant to the matching cup. The usual combination is "confirm the lid size".

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D4. Rebuild the exchange from "One order, three unfinished items". Ellis: "Can you pick up that tea from here? The order details are on the ticket." Noor: [missing response] Ellis: "Next, large takeaway lids are unavailable. We still have small lids, but I have not established an approved alternative for the large cups." Which response belongs in the gap?

D. Yes, I accept the tea follow-up. That is my next responsibility on ticket one hundred eight, not a claim that I have already made the drink.

A Not here. This line belongs to turn 4, after Ellis says: "Ticket one hundred eight has two drinks. The coffee is complete, but the tea is pending. It is not a fully completed order." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 2, after Ellis says: "Before I finish, can we run through ticket one hundred eight, the large lids, and the till?" It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 18, after Ellis says: "That is right. Please keep the results separate when they come in. A lid update does not close the tea order or the cash review." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Noor's response in turn 6. It connects Ellis's preceding point with Ellis's follow-up. Tea follow-up is the specific outstanding responsibility Noor accepts; accepting it does not establish the tea is ready.

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E / Conversation

1. shift handover

Turn 2. Shift handover transfers current tasks and information; it does not imply that every outgoing task is finished.

08 / Answers and explanations / continued

2. item-level status

Turn 4. Item-level status distinguishes the completed coffee from the pending tea within the same ticket.

3. tea follow-up

Turn 6. Tea follow-up is the specific outstanding responsibility Noor accepts; accepting it does not establish the tea is ready.

4. stockout

Turn 8. Stockout concerns the specified large lids, not every lid or a confirmed suitable substitute.

5. stock follow-up

Turn 10. Stock follow-up assigns checking of the correct replenishment; no delivery or arrival estimate is yet confirmed.

6. cash count

Turn 12. Cash count is the completed tally, which must remain distinct from the uncompleted reconciliation against relevant records.

7. reconciliation

Turn 14. Reconciliation is the comparison and review that Mara has not completed; the handover supplies no resulting variance.

8. handover read-back

Turn 16. The handover read-back confirms both responsibility and unfinished status, reducing the chance that an open task is lost.

9. review owner

Turn 18. Review owner identifies Mara as responsible for the cash review; Noor's other accepted tasks do not transfer that review automatically.

10. sign-off

Turn 20. Sign-off is the required completed confirmation, which cannot be inferred from a cash count or a successful handover.

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08 / Answers and explanations / continued

F / Accuracy and scope

F1. Which stock claim is unsupported?

A. Small lids are approved substitutes for the large cups.

Remaining stock alone does not establish fit, suitability, or substitution approval.

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F2. Who owns the pending till review?

C. Mara

The brief explicitly leaves the reconciliation review with lead Mara.

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F / Guided speaking

1. cocoa

Incoming: The remaining drink is cocoa.

Turn 1. Cocoa is pending, while the tea is already complete.

2. medium

Outgoing: The missing lid size is medium.

Turn 2. Medium is the specific shortage supplied in this new handover.

3. Ben

Incoming: The till review remains with Ben.

Turn 3. Ben is explicitly identified as the owner of reconciliation.

4. pending

Outgoing: The till review is still pending.

Turn 4. No completed reconciliation or sign-off is established in this handover.

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08 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "One order, three unfinished items". Ellis: "Right. We do not have a confirmed shortage or overage. Mara still needs to compare the count with the records." Noor: [missing response] Ellis: "Thank you. Could you repeat who owns each unfinished part? I want to make sure none of the three items disappears when I leave." Which response belongs in the gap?

A. I will leave the reconciliation with Mara. There is no reason to invent a difference between actual and expected cash from a pending check.

A Correct. This is Noor's response in turn 14. It connects Ellis's preceding point with Ellis's follow-up. Reconciliation is the comparison and review that Mara has not completed; the handover supplies no resulting variance.

B Not here. This line belongs to turn 10, after Ellis says: "Please check the correct large lids. I do not have a delivery estimate yet." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 12, after Ellis says: "Finally, I have counted the till. Mara has not completed reconciliation, so the count is available but the review is still pending." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 4, after Ellis says: "Ticket one hundred eight has two drinks. The coffee is complete, but the tea is pending. It is not a fully completed order." It addresses that point, not the missing turn in the supplied exchange.

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Review 1 / Explanations

Cumulative review

1. A colleague needs the term for this meaning: Named or measured capacity option for a drink. Which term fits?

C. cup size

A Not here. read-back: Spoken repetition used to confirm the received order. The usual combination is "give a read-back".

B Not here. dairy milk: Milk from an animal source rather than a plant-based drink. The usual combination is "specify dairy milk".

C Correct. cup size: Named or measured capacity option for a drink. The usual combination is "clarify the cup size".

D Not here. non-decaf: Coffee not sold as decaffeinated. The usual combination is "specify non-decaf coffee".

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2. A colleague needs the term for this meaning: Perceived strength of taste or aroma. Which term fits?

C. flavor intensity

A Not here. crema: Foam-like surface layer produced on espresso during extraction. The usual combination is "distinguish crema from milk foam".

B Not here. cappuccino: Espresso drink with milk and foam, made to a particular cafe recipe. The usual combination is "compare the cappuccino".

C Correct. flavor intensity: Perceived strength of taste or aroma. The usual combination is "compare flavor intensity".

D Not here. dry dose: Mass of dry ground coffee used for a brew. The usual combination is "weigh the dry dose".

[Return to the exercise, page 22](#)

Review 1 / Explanations / continued

3. Rebuild the exchange from "What does regular mean?". Alex: "Yes, that's fine. And no vanilla or anything sweet, please." Nia: [missing response] Alex: "Yes, thanks. I did say that at the start, but it's quite noisy here." Which response belongs in the gap?

C. I'll mark no syrup. You're taking it with you, right?

A Not here. This line belongs to turn 4, after Alex says: "Not decaf. A small cup would be plenty. Sorry, I couldn't see the sizes from the back of the queue." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 8, after Alex says: "What does it normally come with? I couldn't read that part of the menu either." It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Nia's response in turn 10. It connects Alex's preceding point with Alex's follow-up. This explicitly records the omission Alex requests instead of assuming it.

D Not here. This line belongs to turn 6, after Alex says: "Hot, please. Just the usual coffee in it, with no extra shot." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 22](#)

4. Rebuild the exchange from "Less foam, not more caffeine". Morgan: "At another cafe, should I ask the same question about foam rather than rely on the name?" Sora: [missing response] Morgan: "Thanks. I will have the small latte here, then. I do not need a caffeine figure." Which response belongs in the gap?

D. That can help. There is recipe variation between cafes, especially when you compare different sizes.

A Not here. This line belongs to turn 16, after Morgan says: "All right, a small latte sounds closer to what I enjoy. Just the standard version." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 14, after Morgan says: "That helps. More milk might soften the taste a little, then?" It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 10, after Morgan says: "I mean the flavor, really. I do not want you to add extra coffee to make the latte less foamy." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Sora's response in turn 18. It connects Morgan's preceding point with Morgan's follow-up. Recipe variation means drink names do not guarantee identical proportions at every cafe.

[Return to the exercise, page 22](#)

Review 2 / Explanations

Cumulative review

1. A colleague needs the term for this meaning: Substance capable of triggering an allergic reaction. Which term fits?

B. allergen

A Not here. supplier change: Change in the source or supplied product. The usual combination is "check after a supplier change".

B Correct. allergen: Substance capable of triggering an allergic reaction. The usual combination is "identify the reported allergen".

C Not here. availability: Whether an item can currently be supplied. The usual combination is "confirm availability".

D Not here. milk protein: Protein from milk that may be relevant to milk allergy. The usual combination is "identify milk proteins".

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2. A colleague needs the term for this meaning: Identifying details such as size, temperature, and coffee choice. Which term fits?

D. drink description

A Not here. identifier: Detail used to distinguish one order from another. The usual combination is "use a second identifier".

B Not here. pickup counter: Area where prepared orders are collected. The usual combination is "wait at the pickup counter".

C Not here. queue position: Place in a waiting or production sequence. The usual combination is "explain queue position".

D Correct. drink description: Identifying details such as size, temperature, and coffee choice. The usual combination is "repeat the drink description".

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Review 2 / Explanations / continued

3. Rebuild the exchange from "Less foam, not more caffeine". Morgan: "I mean the flavor, really. I do not want you to add extra coffee to make the latte less foamy." Sora: [missing response] Morgan: "Good. Are we comparing the small drinks? The latte I had elsewhere came in a much bigger cup." Which response belongs in the gap?

B. I will keep the standard shot count. Less foam does not require an extra shot.

A Not here. This line belongs to turn 16, after Morgan says: "All right, a small latte sounds closer to what I enjoy. Just the standard version." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Sora's response in turn 10. It connects Morgan's preceding point with Morgan's follow-up. Shot count is the espresso-serving quantity, which Morgan does not want increased.

C Not here. This line belongs to turn 14, after Morgan says: "That helps. More milk might soften the taste a little, then?" It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 18, after Morgan says: "At another cafe, should I ask the same question about foam rather than rely on the name?" It addresses that point, not the missing turn in the supplied exchange.

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4. Rebuild the exchange from "Two customers named Sam". Sam: "Thanks. I will listen for sixty-seven. Please include decaf when you call it." Hana: [missing response] Sam: "Thank you for catching it. I would have been surprised to walk away with a small hot drink after ordering something quite different." Which response belongs in the gap?

B. Exactly. At the handover point, we can match the number and drink before collection. That avoids relying on a name that two people share.

A Not here. This line belongs to turn 6, after Sam says: "Oh, I see. Mine should be larger and iced. I just heard my name and came forward." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Hana's response in turn 18. It connects Sam's preceding point with Sam's follow-up. The handover point is where the final match matters before the prepared drink passes to the customer.

C Not here. This line belongs to turn 2, after Sam says: "I heard Sam called. Is this my latte? I have been waiting near the counter, and I thought that must be mine." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 4, after Sam says: "Of course. My receipt says sixty-seven. I ordered the large iced decaf latte, so perhaps this is the other person's cup." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 44](#)

Review 3 / Explanations

Cumulative review

1. A colleague needs the term for this meaning: Difference between records or items that should agree. Which term fits?

A. mismatch

A Correct. mismatch: Difference between records or items that should agree. The usual combination is "identify a mismatch".

B Not here. correction request: Message identifying what must be changed. The usual combination is "send a correction request".

C Not here. queue priority: Order's position or precedence in preparation. The usual combination is "confirm queue priority".

D Not here. syrup omission: Instruction not to include a named or any syrup. The usual combination is "preserve the syrup omission".

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2. A colleague needs the term for this meaning: Brewing method in which water is poured over coffee in a filter. Which term fits?

A. pour-over

A Correct. pour-over: Brewing method in which water is poured over coffee in a filter. The usual combination is "prepare a pour-over".

B Not here. blend: Coffee combining more than one component lot or source. The usual combination is "describe a blend".

C Not here. whole bean: Coffee sold as intact roasted beans rather than ground particles. The usual combination is "choose whole bean".

D Not here. blade grinder: Grinder that chops beans using rotating blades. The usual combination is "identify a blade grinder".

[Return to the exercise, page 65](#)

Review 3 / Explanations / continued

3. Rebuild the exchange from "Two customers named Sam". Sam: "Do you have a rough wait for mine? I need to know whether I have time to stay." Hana: [missing response] Sam: "That is fair. When you call it, could you say the number too? Otherwise we might both come forward again." Which response belongs in the gap?

B. I do not have an estimated wait to give you yet. I can check with the bar, but I do not want to invent a time.

A Not here. This line belongs to turn 12, after Sam says: "That is fair. When you call it, could you say the number too? Otherwise we might both come forward again." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Hana's response in turn 10. It connects Sam's preceding point with Sam's follow-up. An estimated wait requires a current check; Hana has no reliable time to give at this point.

C Not here. This line belongs to turn 20, after Sam says: "Thank you for catching it. I would have been surprised to walk away with a small hot drink after ordering something quite different." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 14, after Sam says: "I have not taken this one. I will leave it for the other Sam." It addresses that point, not the missing turn in the supplied exchange.

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4. Rebuild the exchange from "Before the beans are ground". Jamie: "Understood. I will ask about the equipment first. Would a photograph of the machine help if they do not know its name?" Rafael: [missing response] Jamie: "Please leave the beans as they are while I check. I have not decided whether to buy whole or ground yet." Which response belongs in the gap?

D. It may help us identify the brewer type. A model name is useful too; we can ask again if it is unclear.

A Not here. This line belongs to turn 2, after Jamie says: "Could you grind this bag for a gift? Just normal ground, please. My friend makes coffee at home." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 20, after Jamie says: "Please leave the beans as they are while I check. I have not decided whether to buy whole or ground yet." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 14, after Jamie says: "Like describing a wine as fruity? It does not mean someone put that fruit into it?" It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Rafael's response in turn 18. It connects Jamie's preceding point with Jamie's follow-up. Brewer type supplies practical equipment context for choosing a suitable grind instead of guessing from normal.

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Review 4 / Explanations

Cumulative review

1. A colleague needs the term for this meaning: Price before specified optional additions. Which term fits?

A. base price

A Correct. base price: Price before specified optional additions. The usual combination is "state the base price".

B Not here. checkout total: Amount due for the confirmed transaction. The usual combination is "confirm the checkout total".

C Not here. price breakdown: Explanation of the components making up a price. The usual combination is "give a price breakdown".

D Not here. available alternative: Different item that can currently be supplied. The usual combination is "offer an available alternative".

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2. A colleague needs the term for this meaning: Cover designed for the specified takeaway cup. Which term fits?

C. takeaway lid

A Not here. actual balance: Amount found by the relevant count or measurement. The usual combination is "record the actual balance".

B Not here. stock follow-up: Task of checking availability or replenishment. The usual combination is "assign stock follow-up".

C Correct. takeaway lid: Cover designed for the specified takeaway cup. The usual combination is "check the takeaway lid".

D Not here. shift handover: Transfer of current work information between outgoing and incoming staff. The usual combination is "conduct a shift handover".

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Review 4 / Explanations / continued

3. Rebuild the exchange from "Before the beans are ground". Jamie: "I am not sure. I could message their partner without giving the gift away." Rafael: [missing response] Jamie: "While I am looking at the label, what does hazelnut mean? Is this flavored coffee with nuts added?" Which response belongs in the gap?

D. That would help. I have not chosen a grind setting or opened the bag for grinding.

A Not here. This line belongs to turn 6, after Jamie says: "Could we start fine, then make it coarser if I discover they use something else?" It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 4, after Jamie says: "I have seen a machine in the kitchen, but I could not tell you which kind." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 2, after Jamie says: "Could you grind this bag for a gift? Just normal ground, please. My friend makes coffee at home." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Rafael's response in turn 10. It connects Jamie's preceding point with Jamie's follow-up. Grind setting remains undecided because the recipient's equipment has not been established.

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4. Rebuild the exchange from "One order, three unfinished items". Ellis: "That is right. Please keep the results separate when they come in. A lid update does not close the tea order or the cash review." Noor: [missing response] Ellis: "Thanks. Tea and lids with you; till review with Mara. That is everything I needed to hand over." Which response belongs in the gap?

B. Agreed. The review owner for the till remains Mara. I will record each actual outcome against its own task rather than give one blanket completion message.

A Not here. This line belongs to turn 6, after Ellis says: "Can you pick up that tea from here? The order details are on the ticket." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Noor's response in turn 18. It connects Ellis's preceding point with Ellis's follow-up. Review owner identifies Mara as responsible for the cash review; Noor's other accepted tasks do not transfer that review automatically.

C Not here. This line belongs to turn 2, after Ellis says: "Before I finish, can we run through ticket one hundred eight, the large lids, and the till?" It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 4, after Ellis says: "Ticket one hundred eight has two drinks. The coffee is complete, but the tea is pending. It is not a fully completed order." It addresses that point, not the missing turn in the supplied exchange.

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Additional case 1 / Explanations

Extended conversation

1. dose

Turn 2. Dose is the dry ground coffee input, 18 g in each recorded shot, not the beverage collected.

2. beverage yield

Turn 4. Beverage yield is the mass of espresso collected: 36 g for A and 45 g for B, excluding the cup.

3. one-to-two ratio

Turn 6. 18 g dry coffee to 36 g beverage simplifies to 1:2; it is not a percentage extraction measurement.

4. brew time

Turn 8. Brew time is the elapsed measurement, here 28 seconds from the same starting point; it does not by itself specify dose or output.

5. sensory observation

Turn 10. Sharper is the barista's sensory observation; it does not alone prove a measured extraction percentage or a single cause.

6. controlled comparison

Turn 16. Changing one planned factor while holding the others consistent makes the resulting comparison easier to interpret; changing everything obscures the cause.

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Transfer exchange

1. 20

Barista: The dry-coffee dose is 20 grams in both shots.

Turn 1. The dose is the input coffee mass, not the larger beverage weight.

Additional case 1 / Explanations / continued

2. 1:2

Lead: C has a dose-to-beverage ratio of 1:2 .

Turn 2. Forty grams beverage divided by twenty grams dry coffee equals two.

3. 1:2.5

Barista: D has a dose-to-beverage ratio of 1:2.5 .

Turn 3. Fifty divided by twenty equals 2.5, despite the same elapsed time.

4. unmeasured

Lead: The extraction percentage remains unmeasured .

Turn 4. The supplied mass ratios and times do not establish a dissolved-solids measurement or extraction percentage.

[Return to the conversation, page 92](#)

Additional case 2 / Explanations

Extended conversation

1. beverage mass

Turn 2. The specified beverage-based calculation uses 500 g collected coffee, not the 550 g water originally poured into the brewer.

2. Total dissolved solids

Turn 4. Total dissolved solids, or TDS, expresses beverage concentration here; it is not the percentage of the dry coffee dose recovered.

3. dry dose

Turn 6. The denominator for the specified extraction estimate is the 30 g dry coffee dose, not the water input or beverage mass.

4. extraction yield

Turn 8. The specified estimate is $500 \times 1.35 / 30 = 22.5\%$; it is distinct from the 1.35% beverage concentration.

5. dilution

Turn 12. Dilution adds water after brewing, lowering concentration without extracting more material from the coffee grounds.

6. concentration

Turn 14. The calculated concentration falls to 1.125% because 6.75 g of dissolved coffee is spread through 600 g beverage.

[Return to the conversation, page 94](#)

Transfer exchange

1. 5

Barista: Dissolved coffee material in the original drink is 5 grams.

Turn 1. Four hundred grams multiplied by 0.0125 gives 5 g of dissolved coffee material.

Additional case 2 / Explanations / continued

2. 20

Lead: The beverage-based extraction estimate is 20 percent.

Turn 2. Five grams divided by the 25 g dry dose, multiplied by 100, gives 20%.

3. 500

Barista: The diluted beverage mass is 500 grams.

Turn 3. The original 400 g plus 100 g added water gives 500 g total beverage.

4. 1.00

Lead: The calculated diluted TDS is 1.00 percent.

Turn 4. Five grams divided by 500 g, multiplied by 100, is 1.00%; the same recovered solids still imply 20% by the stated formula.

[Return to the conversation, page 97](#)

Additional case 3 / Explanations

Extended conversation

1. modifiers

Turn 2. Modifiers change specified drinks within the twelve-cup order; they are not additional cups to add to the total.

2. overlap

Turn 4. The overlap is the two drinks that are both decaf and oat; counting them twice would distort the totals.

3. oat drinks

Turn 6. Three drinks use oat in total; two are decaf, leaving one non-decaf oat drink.

4. remaining seven

Turn 8. Twelve minus the five drinks in the other three distinct groups leaves seven non-decaf dairy lattes.

5. named list

Turn 10. The named list preserves the combination assigned to each person; correct overall totals alone do not guarantee the right drink for each recipient.

6. requested pickup

Turn 16. 08:30 is the requested time; the shift lead has not yet confirmed capacity, so the accurate drink count does not confirm the schedule.

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Transfer exchange

1. two

Counter: Decaf with dairy accounts for two cups.

Turn 1. Five decaf drinks minus three decaf oat drinks leaves two decaf dairy drinks.

Additional case 3 / Explanations / continued

2. one

Bar: Non-decaf with oat accounts for one cup.

Turn 2. Four oat drinks minus the three that are also decaf leaves one non-decaf oat drink.

3. four

Counter: Non-decaf with dairy accounts for four cups.

Turn 3. Ten minus three decaf oat, two decaf dairy, and one non-decaf oat leaves four cups.

4. requested

Bar: The 09:00 pickup time remains requested .

Turn 4. Correct counts do not turn a requested pickup into a confirmed production commitment.

[Return to the conversation., page 101](#)

Find a phrase by purpose

Taking a precise drink order

Resolve the first word: When you say regular, do you mean size or non-decaf?

Explain the local label: Here, regular is our middle size.

Ask for size: Would you like small, regular, or large?

[Full phrase bank, page 7](#)

Comparing drinks without overclaiming

Name the comparison: Are you comparing our small latte and small cappuccino?

Ask about preference: Is it the foam you would like less of?

State the shared feature: Both use the same espresso serving here.

[Full phrase bank, page 16](#)

Clarifying milk, syrup, and allergy questions

Acknowledge the allergy: Thank you for telling me about your milk allergy.

Keep the modification: You also want no vanilla syrup.

State availability: We have oat drink available.

[Full phrase bank, page 27](#)

Managing the queue and pickup

Interrupt briefly: One moment, please; let me check the ticket.

Ask for the identifier: What number is on your receipt?

Identify the completed cup: This is ticket 64, the small hot latte.

[Full phrase bank, page 37](#)

Find a phrase by purpose / continued

Handling remakes and mistaken labels

Identify the order: I need a correction for ticket 22.

State the ticket: The ticket says small iced latte, no syrup.

State the mismatch: The cup label says hot vanilla latte.

[Full phrase bank, page 49](#)

Discussing coffee beans for home

Ask about use: How will the recipient brew the coffee?

Clarify normal: Which brewing method do you mean by normal ground?

Explain the reason: The useful grind depends on the brewer.

[Full phrase bank, page 59](#)

Explaining counter prices and sold-out items

Explain the shortage: The almond pastry is sold out.

Offer the available item: We have the plain pastry available.

Keep acceptance open: Would you like that instead?

[Full phrase bank, page 70](#)

Handing over the bar and till

Open the handover: I have three items to hand over at two o'clock.

Identify the open order: Ticket 108 still needs its tea.

Separate completion: The coffee is complete; the tea is pending.

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References and publication notes

All cases, organizations, figures, and conversations are fictional teaching material, not transcripts. Communication practice does not replace qualified advice or current workplace procedures.

[1] National Coffee Association. Espresso.

Background for espresso equipment, brewing-method vocabulary, and the distinction between flavor concentration and caffeine per serving. No universal cafe recipe is imposed. Source checked 10 October 2026.

<https://www.aboutcoffee.org/brewing/espresso/>

[2] National Coffee Association. Pour-over Coffee.

Context for whole beans, grinding, brewing methods, and matching grind to the intended brewer. Workplace instructions remain controlling. Source checked 10 October 2026.

<https://www.aboutcoffee.org/brewing/pour-over-coffee/>

[3] World Coffee Research. Sensory Lexicon.

Context for sensory descriptions of coffee flavor, aroma, and texture. No flavor wheel or lexicon text is reproduced. Source checked 10 October 2026.

<https://worldcoffeeresearch.org/resources/sensory-lexicon>

[4] US Food and Drug Administration. Food Allergies.

Background for allergen and cross-contact terminology. A drink name or omitted syrup does not establish suitability for an allergy. Source checked 10 October 2026.

<https://www.fda.gov/food/nutrition-food-labeling-and-critical-foods/food-allergies?lv=true>

Companion course

The website offers the eight-lesson course and related practice. This book can be used independently. No audio access or external account is needed for its exercises.

<https://englishladder.com/efsp-baristas-cafe-staff.html>

Precise orders. Better conversations.

Eight lessons plus espresso ratio, coffee-strength, and group-order conversations. Match orders precisely, explain the menu, and coordinate the bar.

Taking a precise drink order

Regular is not a reliable substitute for a complete order. In this cafe it names a size, but Alex means non-decaf. Ask which meaning is intended, then confirm the remaining choices separately.

Clarifying milk, syrup, and allergy questions

No vanilla is an omission instruction. Milk allergy is a safety-related disclosure. Keep both in the message; neither replaces the need to check the actual oat product and preparation arrangements.

Comparing drinks without overclaiming

More foam does not mean more espresso. Here, the two small recipes contain the same espresso serving. Match the requested texture without promising an exact caffeine amount or making claims about every cafe.

Managing the queue and pickup

A ready call applies to the identified drink, not everyone with the same name. Add the ticket number and key drink details. Keep ready for ticket 64 separate from in progress for ticket 67.

Phil Stilwell

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