

ACTIVITY 3 · RANK THE RESPONSES

Smooth or Awkward?

Write 1 (best) to 5 (worst) in the boxes. Your teacher will say which situation to start with.

1 The barista asks "How's your day?" — you didn't expect small talk.

- ☐ Say one real sentence back.
- ☐ Say "Fine, thank you." then stay silent.
- ☐ Smile and go straight to your order.
- ☐ Answer, then ask them a question back.
- ☐ Say "Sorry, just ordering today."

2 You didn't catch the total the clerk just said.

- ☐ "Sorry, how much was that?"
- ☐ Hand over a large note and wait for the change.
- ☐ "Sorry, could you say that again a little slower?"
- ☐ Look at the register screen and say nothing.
- ☐ Just pay by card so you don't have to ask.

3 The clerk is busy and you're still deciding what to order.

- ☐ "Could you give me a moment, please?"
- ☐ Step aside and let the next person go first.
- ☐ Order the first thing you can see on the menu.
- ☐ "Sorry, I'm still deciding — one second."
- ☐ Stay quiet and keep reading the menu.

Disagreeing politely: **"I'd rather... because..."** · **"That's a good point, but..."**