

## Real Talk #003 – Part 1: Ordering lunch

### Episode description

If you like to eat at fast-food or fast-casual restaurants, this episode is for you. Join Andrew and Suzanne as they review useful questions and phrases related to ordering lunch.

### Fun fact

Canada's largest fast-food chain is Tim Hortons, named after the hockey player, Tim Horton. The very first restaurant opened in 1964 in Hamilton, Ontario.

Although Tim Hortons is often associated with Canada, the chain does have an international presence, with locations in the United States, the United Kingdom, the Middle East, and Ireland.

### Expressions included in the learning materials

- Do you want a combo?
- Is that for here or to go?
- Do you want a bag?/can I have a bag?
- Excuse me, I'm missing something
- I'd like to place an order for takeout/delivery



## Transcript

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Note: The words and expressions that appear in **bold text** within the transcript are discussed in more detail in the Detailed Explanations section that follows the transcript.

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Suzanne: Hey guys. I'm Suzanne.

Andrew: And I'm Andrew.

Suzanne: And you're listening to Culips.

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Suzanne: Today's episode is a Real Talk episode, and in Real Talk episodes, we focus on practical expressions that you can use every day in real-life situations. In today's episode, we look at how to order lunch.

Andrew: Very important situation. Everybody's gotta eat. You need to know how to order lunch, right?

Suzanne: Yeah.

Andrew: And so when you order lunch, you will encounter two different types of situations, I think. You know, you might go to a fast-food restaurant, or maybe a food truck or a deli, somewhere where you will order at the counter. But if you go to more of a traditional sit-down restaurant, you're going to order from a server. So for this episode, we're gonna take a look at how to order lunch at the counter of a fast-food restaurant. We'll listen to a dialogue, and then take it apart, piece by piece, and examine the key expressions you can use when you order lunch at the counter of a restaurant, or a deli or a food truck, even. In the next episode, we'll learn how to order lunch at a sit-down restaurant, so keep your eyes peeled for that episode. It'll be out really soon.

Suzanne: Sounds delicious.

Andrew: So our first situation is ordering at a fast-food restaurant, and we've designed this dialogue around Tim Hortons. And Tim Hortons is probably Canada's most famous fast-food restaurant. Love it or hate it, if you visit

Canada, you're gonna end up at a Tim Hortons at some point. Right, Suzanne?

Suzanne: Absolutely. And I think we call a Tim Hortons' coffee a Timmy's, right?

Andrew: Yeah, a Timmy Ho's.

Suzanne: And they have coffee and donuts and sandwiches, breakfast sandwiches, soups. Some salads, I think?

Andrew: Mmm, yeah. Hopefully, some salads.

Suzanne: Maybe. Maybe they've reached salad status.

Andrew: Yeah.

Suzanne: Uh, but yeah. It's very popular in Canada.

Andrew: Right. It's one of the only restaurants that's open 24 hours a day. So if you're hungry at night, you'll probably go there, but also for lunch; it's a popular lunch destination. So let's listen to our first dialogue: ordering lunch at Tim Hortons.

Cashier: Uh, I can help the next person over here.

Customer: Hi. Um, could I have the ham and Swiss combo please?

Cashier: Sure. What do you wanna drink?

Customer: A coffee with cream.

Cashier: One or two?

Customer: Just one.

Cashier: And your donut?

Customer: Um, I guess I'll have an apple fritter, please.

Cashier: **For here?**

Customer: Yup.

Cashier: That's \$6.79.

Customer: OK. On debit?

Cashier: Go ahead.

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Customer: Great, thanks.

Cashier: I can help the next person over here.

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Andrew: All right, we just heard a dialogue where a customer ordered his lunch at a Tim Hortons' restaurant. And so now, Suzanne and I will go through the dialogue and explain some of the key expressions used. The first expression that we heard was the cashier saying, "*I can help the next person over here.*"

Suzanne: Yeah. And that means that she's ready for whoever is in line next to come over to her side of the counter.

Andrew: Good. OK. So what is expression number two, Suzanne?

Suzanne: So, the next expression, the cashier asks, "*One or two?*"

Andrew: Mmhmm. The customer orders a coffee, and then the cashier asks, "One or two?" What does this mean—*one or two?*

Suzanne: Well, the customer asked for a coffee with cream, and the cashier is confirming with the customer whether they want one or two servings of cream, or little, tiny cups of cream that they pass to you over the counter.

Andrew: Exactly. And so I always order my coffee with cream, and I always tell the cashier, "No, just a coffee with cream." And they always ask me this question, "*One or two?*" And really, I don't care. I just want them to put some cream in it.

Suzanne: They do the same thing with sugar.

Andrew: Hmm, yeah. Exactly. If you said, "I want a coffee with sugar," they would say, "How many?"

Suzanne: Yeah.

Andrew: Mmhmm.

Suzanne: And I wonder if you said "three," if they would give you a death stare? What?

Andrew: Good question. I have a feeling that that is a pretty normal order, that a lot of people at Tim Hortons would get three sugars. So *one or two?* can refer to the amounts of creams or sugars that you get for your coffee. The next expression is ***for here?***

Suzanne: Yeah. What does that mean exactly?

Andrew: She wants to know if the customer will be eating in the restaurant ...

Suzanne: Oh.

Andrew: Or if you will take it to go. If you will leave and go eat somewhere else.

Suzanne: OK.

Andrew: Hmm.

Suzanne: **For here?**

Andrew: Yeah.

Suzanne: Yeah, and I've heard some cashiers ask, "**For here or to go?**"

Andrew: Exactly.

Suzanne: Right.

Andrew: So it will be *for here?* or *for here or to go?*

Suzanne: Now, the next expression *on debit?*

Andrew: Mmhmm.

Suzanne: After the cashier tells the customer how much money the total would be, the customer says, "On debit." What does that mean exactly?

Andrew: Yeah, so this is a bit more of an advanced expression because, in Canada, a lot of people pay with their debit card, right? They use their debit card ...

Suzanne: Yeah.

Andrew: When they pay for something, at a restaurant, at a store. Canada loves debit cards. So when we pay with our debit card, we can just tell the cashier that we will be paying on debit.

Suzanne: OK. And the next expression, the cashier then replies, "*Go ahead.*"

Andrew: Mmhmm. So the way that we make a debit payment is to use our card with a debit machine. So when the cashier says, "*go ahead,*" it means that she has prepared the debit machine and that the customer can then use the machine to make the payment. And there's different ways we can do this. We can tap our card sometimes, or other times, we have to actually insert our card into the debit machine and type in our pin number. But yeah, what the cashier is saying is just that it's OK. Go ahead. Use the debit machine.

- Suzanne: Yeah.
- Andrew: And I think the same would be true if you were paying with credit card, right?
- Suzanne: Right.
- Andrew: You could say, "Oh, I'll pay on credit." And then the cashier, again, needs to prepare a machine, and she will tell you, "Go ahead." And you can make your payment.
- Suzanne: It's very interesting because I think, for me, I say, "On debit." And then I say, "with visa," not "on visa" or, like, not "on credit." I say, "with visa" or "with credit."
- Andrew: Would you say, "With debit"?
- Suzanne: Sometimes I say, "With debit." Yeah.
- Andrew: I think both ways sound perfectly acceptable to me. You can say, "On visa." "On my visa."
- Suzanne: Yeah.
- Andrew: It would be OK. Or "With my visa." "With my debit."
- Andrew: Yeah, you're right.
- Suzanne: Yeah.
- Andrew: So *on* or *with*, uh, both prepositions work for this situation.
- Suzanne: Good to know.
- Andrew: Yeah. And now, if you are visiting Canada and you found yourself at Tim Hortons, and you're ordering lunch, do you tip? Would you leave a tip for the cashier, or in this situation, can you just not tip?
- Suzanne: I think, in this case, you can not tip.
- Andrew: Mmhmm.
- Suzanne: But I think, for example, if the cashier went the extra mile, or did something for me that was out of her daily routine. Maybe they were out of my donut, and she knew they were making new apple fritters in the back, and she went back and said, "One moment. I'll be right back. I think they have a fresh batch of apple fritters just out of the oven." So if she gave me special care and treatment as a customer, I might dip into my wallet, and pull out a

loonie and give her a dollar. But a lot of places don't take tips at chain restaurants.

Andrew: Mmhmm.

Suzanne: At a food truck or a café that you order at the counter, it's more typical to leave the change from your cash if you pay with cash. Maybe you have 50 cents or 60 cents left over, and you might leave that change in the jar.

Andrew: The best way to determine if you're supposed to leave a tip or not at a restaurant where you order at the counter is just to see. Do they have a tip jar on the counter? If you see the tip jar, then you know it's probably polite just to leave a little bit of money. You know, throw your spare change into the tip jar, and the staff will appreciate it.

Suzanne: Yeah.

Andrew: Well, Suzanne, today, in our Real Talk episode, we looked at how to order lunch in a fast-food restaurant where you order at a counter.

Suzanne: Yes, you can always ask questions if you don't understand something, or have a question about the menu or a food item.

Andrew: Absolutely. So we wanna thank everybody for listening. We really appreciate it, and we would love to hear from you. What do you think of our new Real Talk series? Do you like this type of episode? Is there any feedback that you have for us? Please visit our website, Culips.com, or our Facebook page at facebook.com/culipspodcast, and let us know.

Suzanne: And maybe you can comment on our Facebook page, and let us know any interesting interactions you may have had with a cashier or a waiter when ordering lunch.

Andrew: Absolutely. I'd love to hear your funny stories. I'm sure there are many of them out there.

Suzanne: Yeah.

Andrew: We're gonna give you another opportunity to listen to today's dialogue, so stay tuned. It's coming up in just a moment, but as for us, we're signing off. So thanks for listening everybody and we'll talk to you next time. Bye.

Suzanne: Bye.

Cashier: Uh, I can help the next person over here.

Customer: Hi. Um, could I have the ham and Swiss combo please?

Cashier: Sure. What do you wanna drink?

Customer: A coffee with cream.

Cashier: One or two?

Customer: Just one.

Cashier: And your donut?

Customer: Um, I guess I'll have an apple fritter, please.

Cashier: **For here?**

Customer: Yup.

Cashier: That's \$6.79.

Customer: OK. On debit?

Cashier: Go ahead.

Customer: Great, thanks.

Cashier: I can help the next person over here.

## Detailed Explanations

### Do you want a combo?

The question ***do you want a combo?*** is specific to fast-food restaurants and food counters. *Combo* is a short form of the term *combination*. Many fast-food restaurants, food counters, and lunch places in North America have a combo menu, where items from their menu are grouped together and offered under a single price. Often, but not always, combos will include a main item, like a burger or sandwich; a drink, like soda or juice; and a side, like French fries or a salad. The combos on a menu will also usually have a number assigned to them, which, as discussed in this episode, makes for faster ordering.

So the phrase ***do you want a combo?*** is a way for the cashier to ask if you would like to buy a meal from their combination menu or order anything else in addition to your main meal. An appropriate response to this question would be, “yes, please” or “no, thank you,” depending on whether or not you would like anything in addition to your main meal.

Fast casuals, restaurants that do not offer table service, but offer higher-quality food than the usual fast-food restaurants are becoming more popular in Canada, starting to spring up with increasing speed. These fast casuals do not always offer traditional side items, such as a soda or French fries, so if you are unsure of what might be included in the combo, simply ask, “What does the combo come with?” The person behind the counter will take the time to explain or direct you to a menu.

Here are a couple more examples with ***do you want a combo?***:

Betty: I'll have the ham and cheese sandwich.

Cashier: **Do you want a combo?**

Betty: Sure. I'll take fries and a Dr. Pepper.

Stephanie: I'll take a chicken burrito, please.

Cashier: Would you like anything else? **Do you want a combo?**

Stephanie: That depends. What does the combo come with?

Cashier: A drink of your choice, and either homemade bean soup or a house salad.

Stephanie: That sounds tasty. I'll have a Diet Coke and the bean soup, please.

## Is that for here or to go?

***Is that for here or to go?*** is a very common question used by fast-food or fast-casual cashiers to inquire whether you will be eating in their sit-down area or transporting your food to another location and eating there. Sometimes the cashier will use a shortened version of this question. For instance, ***for here or to go?*** and ***to go?*** are two very common abbreviated forms of the question ***is that for here or to go?***

Generally, in North America, most cashiers will ask the question ***is that for here or to go?*** at some point while you are ordering. The appropriate response to this question is “here,” if you would prefer to eat at the restaurant, or “to go,” if you would prefer to eat at another location. Although both responses are courteous, it is even more polite to tack on *please* at the end of your response. In other words, saying “to go, please” is more polite than saying “to go.”

Here are a couple more examples with ***is that for here or to go?***:

Juniper:	Can I get a Caesar salad, a diet coke, and an apple crisp please?
Cashier:	Sure. Is that <b>for here or to go?</b>
Juniper:	To go, please.
Cashier:	You total is \$11.79.
Juniper:	Here you go. Thanks.

Julius:	I think that I'll have a burger, please.
Cashier:	<b>Do you want a combo?</b>
Julius:	I really shouldn't. I promised the wife that I would watch my weight, but fries are so tasty. Let's do it.
Cashier:	I love the fries here too. <b>For here or to go?</b> I'm guessing that you want to eat here, so the wife doesn't catch you cheating on your diet.
Julius:	You got it. Thanks man.

## Do you want a bag?/can I have a bag?

***Do you want a bag?*** or ***can I have a bag?*** are two useful expressions to know when ordering lunch, especially if you are planning to eat your meal at another location.

***Do you want a bag?*** is a question you are likely to hear if you are ordering food from a fast-food or fast-casual restaurant and taking the food to go. You may also hear this question at the checkout in a grocery store. ***Do you want a bag?*** is a straightforward way for a cashier or grocer to ask if you would like them to provide you with a bag for your purchases. You don't need to worry about being polite when answering this question; you can answer by just saying "yes" or "no."

Sometimes the person serving you might not ask if you want a bag, and may hand your food to you without one. This often happens if you order something small or a single item, like a sandwich. If you are going to eat your food right away, getting it without a bag isn't a problem. However, if you plan to take your meal to another location, this may be a problem. Don't worry. All you have to do is say, "**Can I have a bag?**" If you are at a fast-food or fast-casual restaurant, the server will simply hand you a bag to transport your food.

However, in Canada, the trend in grocery stores is to charge for plastic bags to encourage people to bring reusable shopping bags and cut down on environmental waste, as plastic bags are not recyclable and end up in landfills. A lot of places sell reusable bags in Canada. In fact, they are a common souvenir that you can often find in airport stores.

Here are a couple more examples with ***do you want a bag?/can I have a bag?***:

Geraldo: Hi. I'll take the tuna wrap, the soup of the day, and an orange juice.

Cashier: Great. Will that be **for here or to go?**

Geraldo: To go, please.

Cashier: OK. **Do you want a bag?**

Geraldo: Yes. I have a long way to walk.

Cashier: Here's your food, a number four and a family-sized chili. Have a nice day.

Sandy: **Can I have a bag?**

Cashier: Paper or plastic?

Sandy: Paper is fine, thanks.

## Excuse me, I'm missing something

Occasionally, when you get lunch at a fast-food restaurant, you don't get everything you ordered. Although mistakes happen, they are more common with fast food because fast-food employees serve many people at once.

If you order food from a fast-food or fast-casual restaurant and discover you're missing part of your order, all you need to do is go up to the counter and say, "**Excuse me, I'm missing something.**" Replace the term *something* with the specific item that was omitted from your order.

For instance, if you ordered a combo with a cheeseburger, a soft drink, and fries, but the fries are missing, you can say, "**Excuse me, I'm missing the fries.**" The phrase **excuse me, I'm missing something** can be used for any item that is missing, not just food. You can use this statement for anything someone might have forgotten to give you. For example, if you opened your takeaway bag and noticed that you are missing a straw, you can say, "**Excuse me, I'm missing a straw.**"

Although you can just say, "**I'm missing something.**" It is more courteous and polite to include **excuse me** before the phrase **I'm missing something**.

Here are a couple more examples with **excuse me, I'm missing something**:

*Susie just ordered a wrap combo from her favorite lunch counter. When she opens her takeaway bag, she discovers that she's missing ketchup for her French fries.*

Susie: **Excuse me, I'm missing ketchup.**

Cashier: Oh, I'm sorry. Here you go.

Susie: Thanks!

*Paul ordered a sandwich with cheese. Upon biting into his sandwich, he finds out that there's no cheese at all.*

Paul: **Excuse me, I'm missing the cheese on my sandwich.**

Cashier: Sorry about that. Give me a minute, and I'll have them remake your sandwich.

Paul: That's great. Thank you!

## I'd like to place an order for takeout/delivery

Sometimes you might want to try the food at a restaurant, but for one reason or another, you can't go sit down and eat your meal there. Luckily, many restaurants in Canada offer takeout, delivery, or both, as the majority of Canadians eat food from a restaurant twice a week.

*Takeout* refers to any food that is prepared, is picked up, and is transported to another place or location. *Delivery* refers to any food that is prepared and sent to a different place or location. The phrase ***I'd like to place an order for takeout*** or ***I'd like to place an order for delivery*** is an effective way to communicate over the telephone whether you would like the restaurant to prepare an order for you to pick up and take elsewhere, or prepare an order and deliver it to a specific location, such as your home. For example, if you would like to have a pizza brought to your hotel, it would be appropriate to call the pizza place and say, ***"I'd like to place an order for delivery."***

Here are a couple more examples with ***I'd like to place an order for takeout/delivery***:

*Susan has decided she wants to eat lunch in the park.*

Server: Hello, Ta Chido Snack-bar.

Susan: **I'd like to place an order for takeout.**

Server: OK. What would you like?

Susan: A mole torta, please.

Server: No problem. It'll be ready to pick up in 15 minutes.

Server: Jade Garden, what's your order?

Melvin: Hi. **I'd like to place an order for delivery.** I'd like number five with an additional order of Singapore noodles.

Server: OK. The total is \$16.45, and it'll be about 30 minutes.

Melvin: Thanks.

## Quiz

- 1. When would you say to someone working at a lunch counter, “Excuse me, I’m missing something”?**
  - a) when you’re lost
  - b) when you want to order more food
  - c) when you don’t like the food
  - d) when you’re missing part of your order
  
- 2. Which of the following is an appropriate way to ask for a bag for your food?**
  - a) “Can I get the rest to go?”
  - b) “Can I get takeout?”
  - c) “Can I have a bag?”
  - d) “Can you help me order?”
  
- 3. Which of the following is the best example of a combo?**
  - a) a burger, a salad, and a Pepsi
  - b) two burgers
  - c) the popular house burger
  - d) cutlery and napkins
  
- 4. Which of the following is the best example of a fast-casual restaurant?**
  - a) a low-quality burger joint
  - b) a cheap, chain pizza place
  - c) a fancy, sit-down Vietnamese restaurant
  - d) An organic, to-go sandwich joint
  
- 5. True or false: When you place an order for delivery, you must go to the restaurant and pick up your order before you are able to bring it to another location.**
  - a) true
  - b) false

## Quiz Answers

1. d   2. c   3. a   4. d   5. b

### Episode credits

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