**Suunnitelma:**

Customer service in English

**Kuvaus:**

Katso linkit ja tee annetut tehtävä.

**Task 6**

[Customer service](https://novida.itslearning.com/LearningToolElement/ViewLearningToolElement.aspx?LearningToolElementId=26902)

Katso alla olevat linkit ja tee tehtävät. Tehtävässä on yhdistelytehtävä asiakaspalveluun liittyvistä lauseista sekä monivalintakysymyksiä liittyen kahvilaan.

[Conversation at a Café (Coffee Shop) - Useful Phrases in English - YouTube](https://www.youtube.com/watch?v=2VeQTuSSiI0)

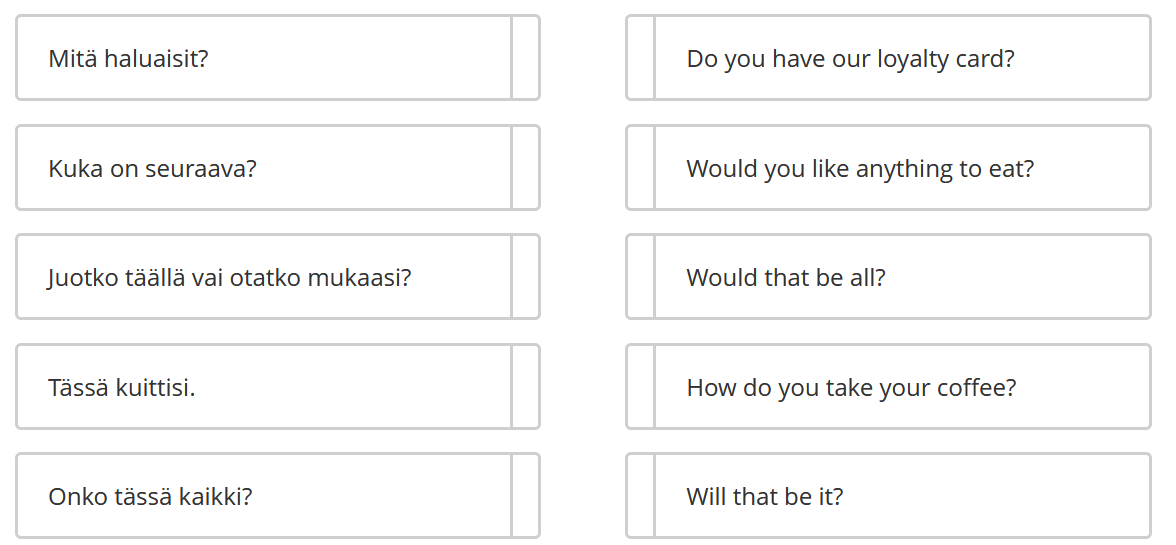
[Ordering Coffee | Travel English - YouTube](https://www.youtube.com/watch?v=jqvWzQtDL7g)

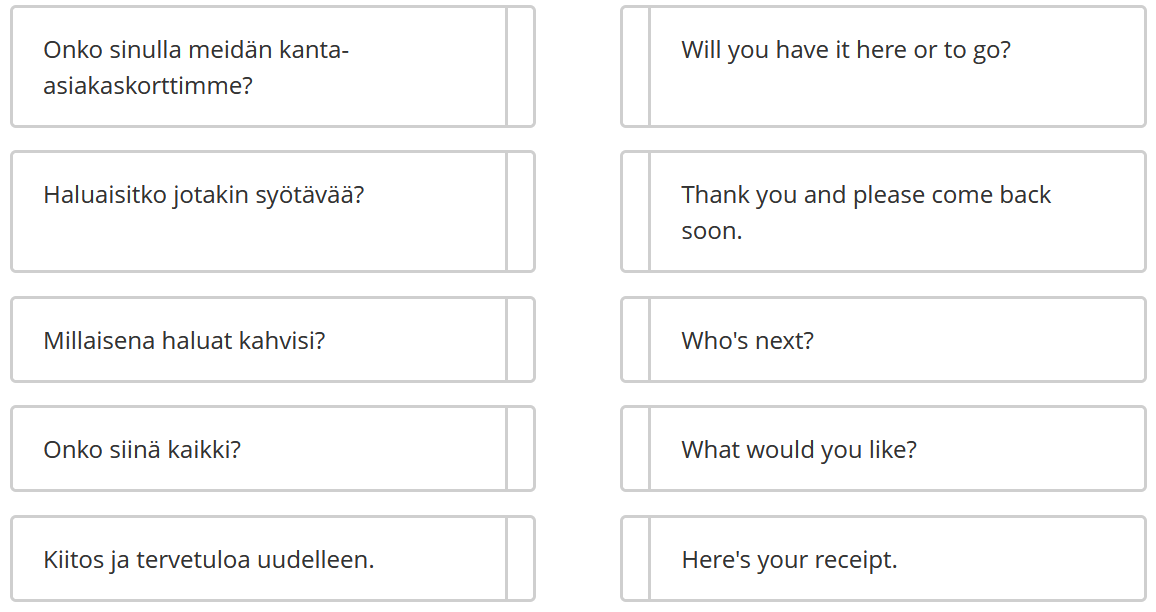
[COFFEE SHOP ☕️ Vocabulary and Phrases || English Lesson - YouTube](https://www.youtube.com/watch?v=MKjXcJoAh5w)

[English Speaking Practice: Order a Coffee ☕️ || Real Conversation - YouTube](https://www.youtube.com/watch?v=ESk3eq-TZaY)

**1/10**

Etsi seuraavien kahvilalauseiden englanninkieliset vastineet

****



**2/10**

Beverages mean the same as

drinks

sandwiches

something sweet

something to eat

**3/10**

Which of these are non-dairy types of milk?

almond milk

oat milk

cream

soya milk

milk

**4/10**

What’s a treat?

meat

soup

a delicious food/snack that is not eaten often

daily meal

**5/10**

What’s a loyalty card?

credit card

debit

a bill

offers some rewards or points to the customer, for example buy 6 coffees get one free

**6/10**

What does a service attendant do?

doesn't make the food or drinks

provides customer service

does no cleaning

helps the clients

**7/10**

What does  ‘black coffee’ mean?

no sugar, no milk or cream

without sugar or milk/cream

sugar but no cream or milk

with milk but no cream

**8/10**

What is chai?

spiced tea

ice coffee

coffee

tea in many languages

**9/10**

What does a barista do?

helps with customer service

cooks

works in a bar

makes speciality coffee beverages

**10/10**

Which of these are speciality coffee drinks?

latte

drip coffee

expresso

chai

almond

cappuccino