EWS Academy

English with a Smile

Learn • Practice • Glow • Smile

Live Dialogue Practice | Worksheet 2

Beginner practice | Solving a small service problem

Watch a lesson in your level playlist. Pause, repeat, then complete this page. Check the separate answers afterwards.

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1. Choose a suitable opening for this situation: Solving a small service problem. A: Excuse me, could you help me? B: Go away. C: I will not listen.

2. Fill the gap. I ordered tea, ___ this is coffee. Use: but / under / across

3. Put these words in order: drink / correct / the / have / I / Could

4. Make this message polite: “You always get things wrong.”

5. Write a six-turn dialogue to explain a mistake and agree on a solution. Use short, simple sentences.

Speak your answers aloud. Clear meaning matters more than speed.

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Extra 3 / 6 / 10 / 10+ sets with answers: charges apply.

Live Dialogue Practice | Worksheet 2

Intermediate practice | Solving a small service problem

Watch a lesson in your level playlist. Pause, repeat, then complete this page. Check the separate answers afterwards.

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1. Write one sentence before and one sentence after this line: “Excuse me, could you help me?”

2. Complete and extend this sentence with a useful detail: I ordered tea, ___ this is coffee.

3. Explain the meaning of this line in simple English: “Could I have the correct drink?”

4. Rewrite “You always get things wrong.” politely. Add one reason.

5. Write a six-turn dialogue to explain a mistake and agree on a solution. Add a reason or a follow-up question.

Speak your answers aloud. Clear meaning matters more than speed.

Live Dialogue Practice | Worksheet 2

Advanced practice | Solving a small service problem

Watch a lesson in your level playlist. Pause, repeat, then complete this page. Check the separate answers afterwards.

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1. Adapt “Excuse me, could you help me?” for a formal situation. Say who you are speaking to.

2. Expand “Could I have the correct drink?” into two connected sentences. Add a practical next step.

3. Explain why “You always get things wrong.” could cause a problem. Then write a fairer alternative.

4. Write a follow-up question about “Solving a small service problem”. Explain how it helps the conversation.

5. Write a six-turn dialogue to explain a mistake and agree on a solution. Add one possible difficulty and a calm response. Use clear English.

Speak your answers aloud. Clear meaning matters more than speed.