



## Ordering Coffee

*Greeting + size + product*

| BEVERAGE SIZES |             |
|----------------|-------------|
| STARBUCKS      | TIM HORTONS |
| Short          | Small       |
| Tall           | Medium      |
| Grande         | Large       |
| Venti          | Extra Large |

| TERMS TO REMEMBER                |                           |
|----------------------------------|---------------------------|
| Non-fat                          | Skim milk                 |
| No- whip                         | No whipped cream          |
| Lite                             | Non-fat and no- whip      |
| Double double                    | Two sugars, two cream     |
| One and one                      | One milk, one sugar       |
| What do you take in your coffee? | How much sugar and cream? |

**Server: How may I help you?**

**Customer: I would like a medium mocha, please.**

**Server: What can I get started for you?**

**Customer: Can I get a small French Vanilla, please?**

**Server: What can I get for you?**

**Customer: I'll have a large steeped tea, please.**

**Server: Can I get something started for you?**

**Customer: I'll have a tall, non-fat, no- whip mocha, please.**

**Server: What can I get for you?**

**Customer: Can I get a venti caramel macchiato, please?**