

## Ordering Food

### “Ordering Pizza Is Complicated!”

#### Reading

Last week on Friday, my kids came home from school and they asked me, “Can we have pizza for dinner?” I said, “Pizza? We never have pizza for dinner,” but then I thought about this idea. It was not a bad idea. We can order pizzas and then we will not have dirty dishes. Additionally, we can order a few pizzas with different toppings. Then, everyone will be happy with dinner. Afterall, it is difficult to make everyone happy with one meal. Different pizzas can be the solution!



“Okay - I will call the restaurant to place an order.” My kids began to scream with joy. “Yay! Mama, thank you!”

I decided to Google “pizza near me” online because I was unfamiliar with the options in Iowa City. The first place I saw was called *Maggie’s*. Their pizza looked delicious! They make the pizza in a wood-fired oven - how fancy! I decided to call them.

“Maggie’s Pizza” said the man on the other end of the phone.

“Hello. I would like to place an order.”

“For pick-up or delivery?”

“For pick-up. I will drive to the restaurant.”

“Perfect. Can I have a name and phone number?”

“Yes. My name is Ali. My phone number is three-one-nine six-six-seven eight-nine-zero-one.”

“Alrighty - what can I get started for you?” asked the employee.

“Can I please have one small cheese pizza, one pepperoni pizza, one veggie pizza, and one pizza with pineapple and ham?” I asked.

“Umm...ok. We can do the small cheese, pepperoni, and veggie, but we do not have a Hawaiian pizza. Would a Prosciutto pizza be okay?”

I thought you choose the toppings that you want at pizza restaurants. So, I told the employee. "I am sorry. I need to cancel the order. My daughter loves pizza with pineapple and ham."

"That's okay - have a great night," said the employee before ending the phone call.

I returned to Google. I found a different place called *Pagliai's*. It is located downtown and looks nice online. I decided to read the menu before I called. It looked like they had everything. Also, we can choose our own toppings. We can decide what to put on each pizza. So, I called this restaurant.



"Pagliai's - how can I help you today?" asked the employee on the phone.

"Hi, I want to place an order for pick-up."

"Perfect - what can I get you?"

"Can I please get one small cheese pizza, one small pepperoni, one small veggie pizza, and one small pizza with ham and pineapple."

"Ok - would you like any drinks with those pizzas?"

"No, thank you. That's all."

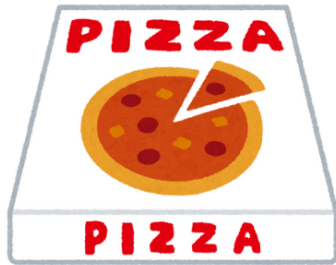
"Ok. I've got one small cheese, one small pepperoni, one small veggie, and one small with pineapple and Canadian bacon - is this correct?"

"Canadian bacon?" I asked confused.

"Canadian bacon is another name for ham," the employee explained.

"Oh! I did not know this! Yes. That is perfect."

“Okay. Your pizzas will be ready in about thirty minutes. Your total will be \$45.56. Can I have a name and phone number for the order?”



I told him my name and my number, then I ended the call. Twenty minutes later, I left the house. I drove to the restaurant, parked my car, and walked inside. It was very busy inside. People must enjoy this pizza! I thought to myself, “I am very excited. It smells delicious here!” I walked to the counter.

“Hello, I am here to pick up an order.”

“What’s the name?” said the young girl at the counter.

“Ali.”

“Okay. Here are your four pizzas. Your total is \$45.56. Cash or card?” I showed her my credit card.

“Card - go ahead. Tap or insert the chip.” I tapped my credit card, but then the screen asked me, “Would you like to leave a tip?” I felt confused. Should I tip? Am I being rude? I decided to ask the employee because she was nice. “Excuse me, should I leave a tip? In my country, tipping is not common so I do not know the rules.” The girl kindly explained, “We always appreciate a tip, but when you order take-out or fast food, a tip is not necessary. You should always tip when you eat at a sit-down restaurant. You should tip 15-20% of the bill. For example, if your bill was \$100, you will tip \$20. However, today you got take-out, so no need to leave a tip!”

I thanked her for her kindness. I left her a small tip because she was very helpful. I learned something new about American culture and got delicious pizzas! My husband, my kids, and I enjoyed the pizzas so much! They were yummy! We will definitely return to Pagliai’s in the future.



Image: *Pagliai's Pizza.* 302 E Bloomington St., Iowa City.



Image: *Maggie's Farm Wood-fired Pizza.* 1308 Melrose Ave., Iowa City.

## Questions

### True or False? If False, correct the statement.

1. The family always eats pizza for dinner. True / False
2. The mom, Ali, ordered the pizzas online through an app. True / False
3. One daughter enjoys Hawaiian pizza. True / False
4. The family ate pizzas from Maggie's. True / False
5. It is customary to leave a 15-20% tip at restaurants when you eat in the restaurants, but not when you order take out. True / False
6. Another name for ham is Canadian bacon when talking about pizza.  
True / False
7. At Maggie's Pizza, you can choose your own toppings. True / False
8. The employee at Pagliai's was mean and annoyed. True / False
9. The family will return to the same pizza restaurant in the future.  
True / False

### **Free Response Questions**

1. Why did Ali want to order pizza for dinner? Give three reasons.
2. What is Hawaiian Pizza? What is the difference between ham and Canadian bacon?
3. What is something new Ali learned about American culture?
4. What were the two restaurants in the story? What did they sell? What was similar and different about the two restaurants?
5. When Ali ordered pizza over the phone, what questions did employees at both restaurants ask her?

**Share a story**

1. Have you tried Pagliai's or Maggie's Pizza before? If so, how was the pizza? What did you enjoy and did not enjoy? Was it expensive or cheap? If you have not been to these restaurants, Google their menus. What do you want to order? Which place do you want to go to more?
2. Share about your pizza preferences and experiences. What is your favorite Pizza place? What are your favorite toppings? Do you hate any pizza toppings - like olives or pineapple? Have you tried Hawaiian pizza before? In the U.S., there are many different types of pizzas - Chicago deep dish, New York style, and more. What's your favorite and why?