

A2-B1 Worksheet: Restaurants With Almost No Staff - 27 August 2026

Article

A recent Guardian review described Bulgogi, a large Korean barbecue restaurant in Manchester. Customers order food on screens at their tables, so they do not need to speak to a waiter for every order. The restaurant is not completely without staff. Workers are still available when customers need help, for example with allergies.

This system can make service faster and easier. Some people may like choosing food on a screen, especially if they want a quick meal. Restaurants can also use fewer staff for simple tasks. However, eating out is not only about food. Friendly service and a good atmosphere can be part of the experience.

Technology may become more common in restaurants, but not everyone will want the same thing. Some customers prefer speed and low prices, while others enjoy talking to staff and asking for advice. The future may include both automated restaurants and more traditional places too.

True/False

Decide if each statement is True (T) or False (F).

1. Customers at Bulgogi can order food from screens at their tables.
2. The restaurant has no human staff at all.
3. Workers can still help customers with problems such as allergies.
4. Ordering from a screen may appeal to people who want a quick meal.
5. The article says food is the only important part of eating out.
6. Restaurants may use fewer staff for simple tasks.
7. All customers prefer the same type of restaurant service.
8. The article suggests automated and traditional restaurants may both exist in the future.

Synonym Match

Match each word with the closest synonym.

Words	Synonyms
1. large	A. selecting
2. customers	B. ready
3. workers	C. welcoming
4. available	D. diners
5. faster	E. usual
6. choosing	F. quicker
7. simple	G. guidance
8. friendly	H. big
9. common	I. easy
10. advice	J. employees

Use the new language

Please choose 5 words from the Synonym Match and make your own sentence using each word.

1. _____
2. _____
3. _____
4. _____
5. _____

Discussion Questions

Student A	Student B
1. Which restaurant do you go to most often, and why?	1. Would you like a restaurant with almost no staff? Why or why not?
2. What is the best restaurant you have ever been to? Why was it so good?	2. What is more important: good food, good service or a good atmosphere?
3. Have you ever had a bad experience in a restaurant? What happened?	3. Should restaurants use screens if they make service faster?
4. What food do you usually order when you eat out?	4. What should happen if a customer has a problem and no waiter is nearby?
5. Do you prefer small local restaurants or large chains?	5. Should food be cheaper in a restaurant with fewer staff?
6. Do you ever eat in restaurants alone?	6. Do people still need waiters if they can order everything on a screen?
7. Do you prefer ordering from a person or a screen?	7. Could older customers find automated restaurants difficult to use?
8. Which restaurant would you recommend to a visitor?	8. Will traditional restaurants still be common in 20 years?

Answer Key

True/False: 1=T, 2=F, 3=T, 4=T, 5=F, 6=T, 7=F, 8=T

Synonym Match: 1=H, 2=D, 3=J, 4=B, 5=F, 6=A, 7=I, 8=C, 9=E, 10=G

Example sentences

1. The restaurant has a large dining room.
2. Many customers order lunch there every day.
3. The workers were friendly and helpful.
4. A member of staff was available when we had a question.
5. The new ordering system made service faster.
6. Choosing from the menu took us a few minutes.
7. The screen was simple to use.
8. We received friendly service from the waiter.
9. Self-service machines are becoming more common.
10. The waiter gave us advice about the spicy dishes.