

## Making an Appointment on the Phone

- What are some different types of appointments you sometimes have to make?
- What do you use to keep track of your appointments?
- Have you ever had to make an appointment in English?
- How does the idea of making an appointment in English make you feel?



1. Making an appointment on the phone can be difficult in a second language, but there are several useful phrases that can help you. Study the conversation below and put the phrases in the correct category.

Rachel: Hello, Welcome to Family Medical Centre, my name is Rachel, how may I help you?

Harold: Hi, my name is Harold, I'd like to make an appointment to see the doctor.

Rachel: Ok no problem, have you ever been to this clinic before?

Harold: No I haven't, it's my first time.

Rachel: Ok, how do you spell your name?

Harold: Sure. My first name is H-A-R-O-L-D, and my second name is R-O-C-K-W-E-L-L

Rachel: Ok, just to confirm, your last name is spelled R-O-C-K-W-E-L-L, is that correct?

Harold: That's right. Is the doctor available this afternoon? I have a terrible headache.

Rachel: I'm afraid she's not. Are you available tomorrow at 9am? She's free then.

Harold: Tomorrow morning at 9? Sure that suits me.

Rachel: Ok great, we will book that in then. Is there anything else I can help you with Harold?

Harold: No that's everything. Thanks for your help.

Rachel. You're welcome, we'll see you tomorrow at 9, have a nice day.

- a) Politely bringing the call to an end: ..... *E.g. Is there anything else I can help you with?*
- b) Giving bad news: .....
- c) Saying an appointment time is Ok: .....
- d) Answering the phone: .....
- e) Making sure you understood correctly: .....
- f) Asking when someone can meet: .....
- g) Asking someone to spell their name: .....

 2. Listen to 3 calls making different types of appointments and answer the questions.

Call 1

- a) Why does Joseph need to see the doctor?
- b) How do you spell Joseph's surname?
- c) What is Joseph's phone number?
- d) Why isn't the doctor working on Tuesday?
- e) Why isn't Joseph available on Wednesday afternoon?
- f) What time is Joseph's appointment?

Call 2

- a) Where did Toby advertise his apartment?
- b) Is Charlotte the only person interested in the apartment?
- c) Why can't Charlotte come on Saturday afternoon?
- d) When do they decide to meet?
- e) How is Toby's street name spelled?

Call 3

- a) Does Meg know Callum?
- b) Why is Meg calling Callum?
- c) Why aren't they going to the hamburger restaurant?
- d) Why aren't they seeing the film on Friday?
- e) When does the action film start?
- f) When and where do they agree to meet?

 3. You are going to roleplay a phone call to the doctor to make an appointment. Student A go to page 3, Student B go to page 4.

 Student A. You need to call the doctor and make an appointment. You can choose any of the names, phone numbers, email addresses, and dates of birth below to give to the doctor. Call the doctor, give them your details, and make an appointment that fits in the schedule.

Erik Kratos, 0411 285 967, [e.krakatoa@gmail.com](mailto:e.krakatoa@gmail.com), 25/9/1987

Samantha Heisenberg, 0402 999 622 [super\\_special\\_sammy@hotmail.com](mailto:super_special_sammy@hotmail.com), 2/7/1999

Jason Bourne, 0405 243 248 [j.bourne@thunderdome.com](mailto:j.bourne@thunderdome.com), 15/10/1985

Rachel McMahon, 0401 650 958, [redrachel72@gmail.com](mailto:redrachel72@gmail.com), 11/2/1979

	Monday	Tuesday	Wednesday	Thursday	Friday
9:00	Online meeting about budget	Meet with boss (ask for a raise?)	Work on the October report with Matt.		Take Sally to the Vet
10:00					
11:00					
12:00					
1:00					
2:00	Take the kids to the dentist	Shopping for Mexican night (don't forget avocados)		Meet with new clients	Date night (buy her chocolates!!)
3:00					
4:00					
5:00					

 Student B. You are a receptionist at a doctor's office. A person is going to call you. First write down their name, email address, phone number, and date of birth. Then make an appointment with the person.

Patient's Name:.....

Email Address:.....

Phone Number:.....

D.O.B: .....

	Monday	Tuesday	Wednesday	Thursday	Friday
9:00					
10:00			<u>Not in the office</u>		<u>Not Available</u>
11:00		<u>Not Available</u>		<u>Not Available</u>	<u>Not Available</u>
12:00	<u>Not Available</u>				
1:00	<u>Not Available</u>				
2:00					<u>Not Available</u>
3:00					<u>Not Available</u>
4:00		<u>Not Available</u>	<u>Not Available</u>		
5:00					