

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: *I'm afraid*
- c) Saying an appointment time is Ok: *Sure, that suits me.*
- d) Answering the phone: *Welcome to Family Medical Centre, my name is Rachel, how may I help you?*
- e) Making sure you understood correctly. *just to confirm*
- f) Asking when someone can meet: *Are you available*
- g) Asking someone to spell their name: *how do you spell your 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? *He has a bad cold*
- b) How do you spell Joseph's surname? *ABAGNALE*
- c) What is Joseph's phone number? *0411 9714 668*
- d) Why isn't the doctor working on Tuesday? *Public holiday*
- e) Why isn't Joseph available on Wednesday afternoon? *Dentists appointment*
- f) What time is Joseph's appointment? *Thursday at 9:30*

Call 2

- a) Where did Toby advertise his apartment? *Facebook*
- b) Is Charlotte the only person interested in the apartment? *No*
- c) Why can't Charlotte come on Saturday afternoon? *She is playing football*
- d) When do they decide to meet? *Sunday at 2pm*
- e) How is Toby's street name spelled? *Dougherty*

Call 3

- a) Does Meg know Callum? *Yes*
- b) Why is Meg calling Callum? *To ask him on a date*
- c) Why aren't they going to the hamburger restaurant? *Callum is a vegetarian*
- d) Why aren't they seeing the film on Friday? *Callum is working and he hates romance movies*
- e) When does the action film start? *9:10 Saturday*
- f) When and where do they agree to meet? *7:30 Saturday at the Indian restaurant*

 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, and 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, 25/9/1987

Samantha Heisenberg, 0402 999 622 super_special_sammy@hotmail.com, 2/7/1999

Jason Bourne, 0405 243 248 j.bourne@thunderdome.com, 15/10/1985

Rachel McMahon, 0401 650 958, redrachel72@gmail.com, 11/2/1979

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

Call 1 Transcript

Jenny: Welcome to Dr. Johnsons' Medical Centre my name is Jenny, how can I help you?

Joseph: Hi my name is Joseph, I'd like to make an appointment to see the doctor, I have a really bad cold.

Jenny: No problem Joseph, have you ever been here before?

Joseph: No, it's my first time.

Jenny: Ok, could you spell your name please Joseph?

Joseph: Sure, my first name is Joseph, J-O-S-E-P-H, and my surname is Abagnale, that's 's A-B-A-G-N-A-L-E.

Jenny: Ok so just to confirm that was A-B-A-C for cat-N-A-L-E. is that correct?

Joseph: No sorry it's A-B-A-G-N-A-L-E, G for good.

Jenny: Ok no problem, I've got it. And could I grab your number please Joseph?

Joseph: Sure, it's 04119 714 668

Jenny: Great, now what time would you like to make an appointment

Joseph: Is the doctor available on Tuesday? I have a day off on Tuesday.

Jenny: I'm afraid not, he has a day off too, it's a public holiday. How about Wednesday afternoon?

Joseph: Mmm no good I'm afraid, I have a dentist's appointment. Would Thursday morning at 9 be possible?

Jenny: No, unfortunately the doctor has an appointment at 9, but would 9:30 suit you?

Joseph: Yes that suits me fine.

Jenny: Ok great, so that's Thursday morning at 9:30, is there anything else I can help you with?

Joseph: No that's everything, thanks for your help.

Call 2 Transcript

Toby: Hello, Toby speaking

Charlotte: Hi Toby, this is Charlotte, we talked before about the apartment you advertised on Facebook?

Toby: Ah, hi Charlotte, thanks for calling. Are you still interested in the apartment?

Charlotte: Yes I am, it looks beautiful, when can I come and see it?

Toby: Well I have a few other people coming to look at it on Saturday, would Saturday afternoon suit you?

Charlotte: Unfortunately not, I have a football game on Saturday, would Sunday be ok?

Toby: Yeah that would be fine, Sunday at 2pm?

Charlotte: Yes that would be great. Could you give the address please?

Toby: Sure, it's 17A Dougherty street.

Charlotte: Can you spell that please.

Toby: Sure, it's D-O-U-G-H-E-R-T-Y

Charlotte: OK great, got it. I'll see you on Sunday at 2.

Toby: See you there.

Call 3 Transcript

Meg: Hi Callum, how are you?

Callum: Im fine thanks Meg, how are you?

Meg: Im ok, a little tired but OK. I was wondering if you'd like to go and see a movie with me?

Callum: Oh, like a date?

Meg: Yes something like that, maybe dinner first? I know a really good hamburger restaurant?

Callum: That sounds nice, but I am a vegetarian, do they have vegetarian burgers?

Meg: Oh sorry I forgot. No, I don't think they do.

Callum: That's ok, I know a good Indian place near the cinema, we can go there.

Meg: Sounds great. There's a romantic movie called "lovers paradise" on Friday at 8, would that suit you?

Callum: Oh no, I hate romance movies, and Im working on Friday evening. What about Saturday?

Meg: Well, the only movie on Saturday evening is an action movie.

Callum: Oh great, I love action movies, what's it called?

Meg: Really? Great. It's called "Half Past Dead."

Callum: "Half past dead??" Sounds amazing, I think I saw a trailer for it.

Meg: Great. It starts at ten past 9, so should we meet at the Indian restaurant at half past 7 for dinner?

Callum: That would be perfect, I'll see you then.

Meg: Bye.