

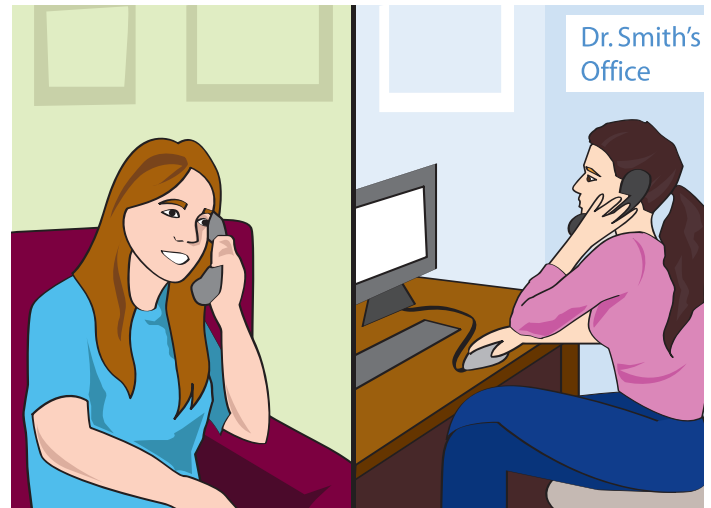
# Making an Appointment

*In this lesson, you will practice making an appointment over the telephone. Make sure you speak clearly and listen carefully when you're on the phone.*

## Pre-Reading

### A. Warm-Up Questions

1. What types of appointments do people **make**?
2. Who **takes** appointments over the phone?
3. Why is it important to speak clearly and listen carefully when you're making an appointment?



### B. Vocabulary Preview

Match the words from this lesson to the correct meanings on the right.

- |                       |                                  |
|-----------------------|----------------------------------|
| _____ 1. appointment  | a) see you                       |
| _____ 2. receptionist | b) 12:00 pm                      |
| _____ 3. patient      | c) a clerk                       |
| _____ 4. sore         | d) someone who helps sick people |
| _____ 5. about        | e) painful                       |
| _____ 6. doctor       | f) around                        |
| _____ 7. noon         | g) a sick person                 |
| _____ 8. bye          | h) a meeting                     |

## Dialogue Reading

Read the dialogue with your partner a few times. Take turns being each character. Practice your intonation and pronunciation. Circle any new words or phrases that you need to practice.

Receptionist: Doctor's office. Cathy speaking. How can I help you?

Patient: This is Ruth Perez. **I'd like to make an appointment with Dr. Smith.**

Receptionist: Okay. **Why do you need to see the doctor?**

Patient: I have **a sore throat**. It's all red and bumpy.

Receptionist: **How long have you had your symptoms?**

Patient: **It's been bothering me for about three days.**

Receptionist: **Can you come in tomorrow at noon?**

Patient: **Yes, that's fine.** Thank you for taking me so soon.

Receptionist: No problem. **We'll see you tomorrow at 12:00**, Ms. Perez.

Patient: Thank you. Bye.

## Practice

Work with your partner. Role-play the dialogue on page 2, substituting the different expressions below. Then switch roles.

1. **I'd like to make an appointment with Dr. Smith.**
  - Can I make an appointment with Dr. Smith?
  - Is it possible to see Dr. Smith this week?
2. **Why do you need to see the doctor?**
  - What's the problem?
  - What's the matter?
3. I have **a sore throat.**
  - a fever
  - a rash
  - a backache
  - a bad cold
  - an ear infection
4. **How long have you had your symptoms?**
  - How long have you been sick?
  - When did it start?
  - How long has it been bothering you?
5. **It's been bothering me for about three days.**
  - I've had it for a week.
  - Since Monday.
  - It started two days ago.
6. **Can you come in tomorrow morning at noon?**
  - Is tomorrow afternoon at 4:00 convenient?
  - How is Thursday at 2:00?
  - Is Friday at 12:30 okay?
  - I could fit you in today at 1:00.
  - What about this afternoon at 3:00?
7. **Yes, that's fine.**
  - Okay, that's good.
  - Sure, that works.
  - Could I come in sooner than that?
  - I can't make it then. Is there another time I could come?
  - I'm sorry. I'm busy then.
  - Is there something else available?
8. **We'll see you tomorrow at 12:00.**
  - We'll see you on Friday.
  - See you this afternoon.

## Listening Practice

Listen to the recording of the dialogue from page 2. Fill in the missing words as you listen. Listen again. Now look back at page 2 and check your work. Did you fill in the correct words? Did you spell everything correctly?

Receptionist: Doctor's office. Cathy speaking. How \_\_\_\_\_ ?

Patient: This is Ruth Perez. I'd like to make an appointment with Dr. Smith.

Receptionist: Okay. Why \_\_\_\_\_ to see the doctor?

Patient: I have a sore throat. It's all red and bumpy.

Receptionist: How long have you had your \_\_\_\_\_ ?

Patient: It's been \_\_\_\_\_ me for about three days.

Receptionist: Can you \_\_\_\_\_ tomorrow at noon?

Patient: Yes, that's fine. Thank you for taking me so soon.

Receptionist: No problem. We'll see you \_\_\_\_\_ at 12:00 , Ms. Perez.

Patient: Thank you. Bye.

Write a dialogue with a partner using phrases from page 3. You can make a doctor's appointment, a dentist appointment, an appointment for a pet, or a hair appointment. Practice and present the dialogue to your class.

[illegible]

## Review

### Task 1

#### LISTEN & ANSWER

Listen to the conversation and answer the questions.  
Your teacher will tell you if you have to write or say the answers.

1. What was the main reason for the call?

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2. What symptoms does Ruth have?

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3. How long has Ruth felt sick?

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4. What time is Ruth's appointment?

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5. How does the conversation end?

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## Review cont.

### Task 2

#### QUESTION FORMATION

##### A. Questions

Write five questions a doctor's receptionist might ask you.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

##### B. Answers

Write five possible answers to the receptionist's questions.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

### Task 3

#### ROLE-PLAY

Find a partner. Imagine that one of you is a receptionist at a doctor's office and the other is a patient who calls the office to make an appointment. Use your questions to do a role-play for your teacher.