**Appointments**

**Activity 1 - Practise reading the exercise in pairs – take turns to read the different parts.**

**Receptionist**: Good Morning, Cass Doctors surgery, how can I help you?

**Caller**: Hello, I would like to make an appointment to see the doctor please

**Receptionist**: Yes, not a problem. Is it for yourself?

**Caller**: Yes, it is.

**Receptionist**: Okay, I will just need to find your record. Please could you give me your name and your date of birth

**Caller**: Yes my name is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and my date of birth is \_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Receptionist:** Thank you. We have an appointment at 2.30pm today with Dr Clark. Would that be okay?

**Caller**: Yes that would be fine.

**Receptionist**: Thank you, see you later. Goodbye

**Caller**: Good bye

**Activity 2 - Read the exercise out loud in pairs**

**Receptionist**: Good afternoon, Cass Doctors Surgery, how can I help you?

**Caller**: Hello, I have a doctors appointment for 2.30pm today but I can’t make it. Please could I rearrange?

**Receptionist**: Okay, let me look at our diary. When could you next come in?

**Caller:** I’d like to book an appointment for next Wednesday

**Receptionist**: Let me check…we have an appointment at 9.00am next Wednesday. Would this be okay?

**Caller:** Yes, that’s great. Thank you. My name is\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Receptionist**: Excellent, I have booked your appointment. See you next week.

**Caller:** Goodbye