

Making a Doctor's Appointment over the Phone

Listen to your teacher read a phone dialogue between a patient and a doctor's receptionist.
Answer the following questions:

1. The patient wants
 - a. to make an appointment
 - b. to ask for advice
 2. The patient wants to see the doctor because
 - a. she is sick
 - b. she wants a checkup
 3. The patient makes an appointment
 - a. for Tuesday
 - b. for Thursday
 4. The patient's appointment time is
 - a. at 4:15
 - b. at 4:50
-

Fill in the missing words and phrases:

Susan: Hello. Doctor Basso's office. This is Susan. May I help you?

Ms. Kim: Hello. This is So-Young Kim. I'd like _____
with Dr. Basso.

Susan: What seems to be the problem, Ms. Kim?

Ms. Kim: Actually I'm _____ sick. I'd like _____ for my yearly checkup.

Susan: OK. Dr. Basso has some time next Thursday. Is that day good for you?

Ms. Kim: Let me see. _____. Actually, Thursday isn't good for me.
_____ the following Tuesday?

Susan: Yes. We have openings on Tuesday. How about Tuesday, then?

Ms. Kim: Yes, Tuesday would be just fine. _____?

Susan: We have an opening at 4:15.

Ms. Kim: _____ sounds good

Susan: OK. Can you spell your name?

Ms. Kim: Kim K-I-M. First name So-Young. S-O-Y-O-U-N-G.

Susan: All right, Ms. Kim. We have you scheduled to come in next Tuesday, March 17 at 4:15.
You'll see Dr. Basso for a checkup. Is that correct?

Ms. Kim: Yes. _____.

Susan: You're welcome. See you next Tuesday.

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Answer Key

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Fill in the missing words and phrases:

Susan: Hello. Doctor Basso's office. This is Susan. May I help you?

Ms. Kim: Hello. This is So-Young Kim. I'd like to _____ make an appointment _____ with Dr. Basso.

Susan: What seems to be the problem, Ms. Kim?

Ms. Kim: Actually I'm not sick. I'd like _____ come in _____ for my yearly checkup.

Susan: OK. Dr. Basso has some time next Thursday. Is that day good for you?

Ms. Kim: Let me see. I have to check my calendar . Actually, Thursday isn't good for me. _____ How about _____ the following Tuesday?

Susan: Yes. We have openings on Tuesday. How about Tuesday, then?

Ms. Kim: Yes, Tuesday would be just fine. What times are available _____?

Susan: We have an opening at 4:15.

Ms. Kim: Yes, that sounds good

Susan: OK. Can you spell your name?

Ms. Kim: Kim K-I-M. First name So-Young. S-O-Y-O-U-N-G.

Susan: All right, Ms. Kim. We have you scheduled to come in next Tuesday, March 17 at 4:15. You'll see Dr. Basso for a checkup. Is that correct?

Ms. Kim: Yes. I'll see you at 4:15 on Tuesday, March 17. Thank you.

Susan: You're welcome. See you next Tuesday.