



1 Making an Appointment

Vocabulary

To prepare yourself for the class, look in a dictionary for the words or phrases you do not already know.

appointment

reception

wart

actually

available

incoming

bring

deal with

forget

hold on

hurt

make an appointment

remind

see a doctor

at that time of day

at the reception desk

in school

in that case

on time

the reason for



Find them!

Find and mark the vocabulary in the dialogue.

Making an Appointment

▶ Track 01

Susan works at the reception desk of Dr. Lee's office. It is two minutes to nine but the phone has already started ringing. She answers her first incoming phone call of the day ...

S → Susan D → Dean

- S Good morning, Doctor Lee's office. How may I help you?
- D Hi! I would like to make an appointment to see Doctor Lee, please.
- S Has the doctor seen you before?
- D Yes, he's our family doctor.
- S The next appointment available for Doctor Lee is Tuesday at 11 am. Is that a good time for you?
- D Well, actually, I'm in school at that time of day. Do you have an appointment available any time after 3 pm?
- S Let me see ... Can you tell me the reason for your visit, please?
- D I have a wart on my foot and it hurts to walk.
- S Well, that's something the doctor can deal with in a short appointment. We have one available on Wednesday at 4 pm.
- D I will try to make it after school then. I hope the traffic won't be too bad.
- S In that case, how about Thursday at 5:30 pm? Will that be better for you?
- D That would be perfect. Thank you so much for your help.
- S May I have your name and healthcare card number?
- D I am Dean Luis, L-U-I-S. And my card No. is 345-66-55.

(Another incoming call rings.)

- S Oh, I'm sorry. Would you hold on for a second, please? Good morning, Dr. Lee's office. Would you mind holding, please? Thank you. So Dean, we'll see you on Thursday at 5:30 pm. Please don't forget to bring your card with you.
- D Oh, yes. Thanks for reminding me.
- S You will be Dr. Lee's last appointment of the day. So please be on time.
- D Yes, I will. See you on Thursday.



Comprehension Practice



True or False

Answer the questions by writing True (T) or False (F).

- 1 Dean has a foot problem.
- 2 Dean called Dr. Lee's office in the afternoon.
- 3 Dr. Lee doesn't have time to see Dean on Tuesday afternoon.
- 4 Dean doesn't have school on Wednesday.
- 5 Dean doesn't know his healthcare card number.
- 6 Susan seems very helpful.



Multiple Choice

Answer the questions by circling the correct choice.

- 1 Why does Dean call Dr. Lee's office?
 - a. He wants to talk to Susan.
 - b. He wants to make an appointment.
- 2 Is Tuesday at 11 am a good time for Dean?
 - a. Yes, it is.
 - b. No, it's not.
- 3 When is Dean's appointment on Thursday?
 - a. It's at 4 pm.
 - b. It's at 5:30 pm.
- 4 What does Dean see the doctor for?
 - a. He cannot walk.
 - b. He has a wart on his foot.
- 5 Why does Susan put Dean on hold?
 - a. She has another incoming call.
 - b. She has to talk to Dr. Lee.
- 6 Is it a busy day in the office?
 - a. No, it isn't.
 - b. Yes, it is.



Vocabulary Exercise

Fill in the blanks with the following words. Make necessary grammar changes as you see fit. Double check your answers with one classmate.

appointment available remind forget deal hurt
incoming reception actually bring hold wart

- 1 Please me. What is the reason for his visit?
- 2 Please call our desk to make the appointment.
- 3 This is the last one of the day. Please don't be late.
- 4 The isn't too bad. I think I can deal with it later.
- 5 My foot when I walk. I can't make it on time.
- 6 I have an appointment at 3 pm today. Can you make it?
- 7 If you can't make it, don't to call me and let me know.
- 8 9 am isn't too early. It's a perfect time for me.
- 9 Please help me answer the phone. I have too many calls today.
- 10 Would you mind helping me? I don't know how to with this.
- 11 Would you mind ? He is on the other line.
- 12 Please your healthcare card when you come to see Dr. Lou.



Patterns and Drill

Read the sentences aloud. Practice with the examples several times and then try to make at least one sentence in your own words.



Examples

May I have your name, please?

phone number
Visa card number
room number

Is this a good time for you?

room
plan
day

It hurts to walk.

speak
sit down
sing

Thank you for reminding me.

helping me
coming here
bringing me this

Would you mind holding, please?

waiting for me
telling me
reminding me

Please don't forget to bring your card.

your lunch
some money
your DVD

We have an appointment available on Wednesday.

tomorrow
on the third of July
tonight

I would like to make an appointment.

call Judy
wait here
meet him

Conversation Practice

Fill the blanks with the appropriate phrases. Then practice these dialogues with a classmate until you are familiar with them.

- | | |
|--|--|
| (a) I don't think I can make it before 9 am. | (d) Yes, thank you for reminding me. |
| (b) What is your reason for this visit? | (e) The office is very busy at this time of day. |
| (c) But he also has an early dinner appointment. | (f) Have you made an appointment? |

1 A > I would like to see a doctor.

B >

A > My arm hurts.

B > Let me see. Oh, you have a wart on your arm.

2 A > I want to call Linda. Can I use your phone?

B > Sorry, I have an incoming call right now. Let me answer it first.

A > In that case, I'll use the office phone at the reception desk.

B > Please make it short.

3 A > This is the last appointment of the day. There is nothing after this.

B > How about the first appointment tomorrow?

A > The first appointment available is at 7 am.

B > That's too bad.

4 A > I need to see Doctor Simon, please.

B >

A > No. I haven't. May I make one now?

B > Yes, of course. Have you seen Doctor Simon before?

5 A > Steve can see you at half past eleven this morning.

B > The traffic is very bad at that time of day. How about after 2 pm?

A > He is available at three fifteen.

B > That's perfect. It's only a short visit. I will be there on time.

6 A > Don't forget to take your lunch.

B > Actually I will be home around 1 pm if the traffic isn't too bad.

A > In that case, can you make it to the clinic in the afternoon?

B >



Retell the Story

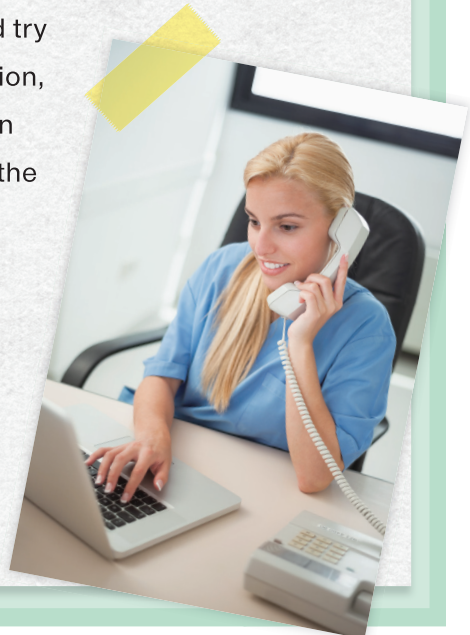
Often you need to describe a situation accurately. This exercise will help you get familiar with changing the tense when you report a situation.

Nurse Assistant Susan works at the reception desk in Dr. Lee's office. The office is usually very busy. This Monday, the phone (start) ringing even before regular office hours. The first caller was Dean.

Dean has a wart on his foot. It hurts to walk. Dr. Lee has been his family doctor for many years, so he (call) Dr. Lee's office for an appointment. After Susan checked the appointment schedule, she told Dean that the first available appointment was at 11 am on Tuesday. Unfortunately, Dean said he would be in school at that time of day, so he wouldn't be able to make it.

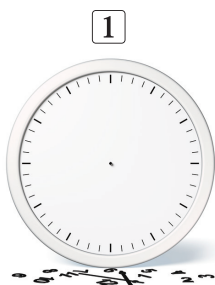
Susan told Dean that the wart on his foot (can) be dealt with in a short appointment. On Wednesday afternoon Dr. Lee has several short appointments available. But the traffic at 4 pm might make it hard for Dean, so Susan put Dean at 5:30 pm on Thursday. This worked perfectly for Dean.

After setting up the appointment, Susan reminded Dean to bring his health card with him on Thursday. She also told Dean that his appointment would be Dr. Lee's last appointment of the day; he should try to be on time. Before they finished their conversation, another incoming call (come) in. Susan first put the call on hold and then quickly finished the conversation with Dean and took the other call.



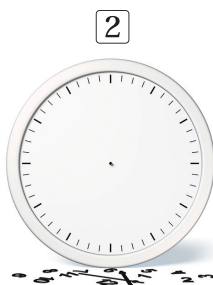
Listening and Speaking Practice

A – *There are many ways to talk about time. Draw the hands of the clocks in the right position. Write the time down numerically in the space provided.*



_____ : _____

It's two o'clock.



_____ : _____

It's half past four.



_____ : _____

It's six twenty-five.



_____ : _____

It's a quarter to nine.

B – *Work in pairs. Read out these times randomly for your partner to write down numerically.*

Ten after eleven.

Twenty to one.

Two fifteen.

Twelve thirty.

Seven on the dot.

Five to four.

Seven past one.

A quarter to ten.

A quarter after ten.

One forty-five.

Twelve exactly.

Half past six.

Writing Exercise

Based on the dialogue, what information is required to make a medical appointment?

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