

# Making an Appointment: Dialogue 1

**Task 1:** Listening for the main idea.



1. When is the appointment?

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**Task 2:** Listening for details. Answer the questions below.

1. Where is the woman calling?

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2. What time does the receptionist suggest at first?

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3. Why doesn't that time work for the woman?

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4. How is the morning schedule for the doctor?

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5. What does the receptionist tell the man to do at the end of the dialogue?

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## Making an Appointment: Dialogue 1

Receptionist: Good morning, Dr. Walden's \_\_\_\_\_.

Patient: Hello, I'd like to \_\_\_\_\_ an appointment to see Dr. Walden sometime today.

Receptionist: Have you \_\_\_\_\_ the doctor \_\_\_\_\_?

Patient: Yes, I have.

Receptionist: Ok. Can I have your \_\_\_\_\_ please?

Patient: Brenda Miller.

Receptionist: Miller? How do you \_\_\_\_\_ that?

Patient: That's M-I-L-L-E-R.

Receptionist: Okay, Mrs. Miller. Let me \_\_\_\_\_ the doctor's schedule...There is an \_\_\_\_\_ at 3:00 this afternoon. Does that \_\_\_\_\_ for you?

Patient: No, I'm sorry I have to \_\_\_\_\_ up my kids from school. Is there \_\_\_\_\_ earlier? Like in the morning?

Receptionist: I'm afraid we're \_\_\_\_\_ all morning but we do have another opening at 4:00 if you can come in a little later.

Patient: 4 o'clock? I'm \_\_\_\_\_ then.

Receptionist: Good! Shall I \_\_\_\_\_ you \_\_\_\_\_ for 4:00?

Patient: Yes, that \_\_\_\_\_ good. Thank you.

Receptionist: All right, see you at 4:00. Please try to \_\_\_\_\_ a little bit \_\_\_\_\_.

## Making an Appointment: Dialogue 1

Receptionist: Good morning, Dr. Walden's office.

Patient: Hello, I'd like to make an appointment to see Dr. Walden sometime today.

Receptionist: Have you seen the doctor before?

Patient: Yes, I have.

Receptionist: Ok. Can I have your name, please?

Patient: Brenda Miller.

Receptionist: Miller? How do you spell that?

Patient: That's M-I-L-L-E-R.

Receptionist: Okay, Mrs. Miller. Let me check the doctor's schedule...There is an opening at 3:00 this afternoon. Does that work for you?

Patient: No, I'm sorry I have to pick up my kids from school. Is there anything earlier? Like in the morning?

Receptionist: I'm afraid we're booked all morning but we do have another opening at 4:00 if you can come in a little later.

Patient: 4 o'clock? I'm available then.

Receptionist: Good! Shall I put you down for 4:00?

Patient: Yes, that sound good. Thank you.

Receptionist: All right, see you at 4:00. Please try to arrive a little bit early.