

Making an Appointment: Dialogue 3

Task 1: Listening for the main idea.



1. When is the appointment?

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

1. Where is the man calling?

2. According to the receptionist, what is the earliest the dentist can see him?

3. What's the doctor's schedule like?

4. What is wrong with the man?

5. Why does the man want to see the dentist as soon as possible?

6. What problem might the man have tomorrow?

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Receptionist: Good morning. Pine Tree Dental. How may I help you?

Patient: Hello, I'd like to make an _____ to see Dr. Ramirez.

Receptionist: Alright, I'll check her _____. Have you been to our _____ before?

Patient: Yes, I have. Dr. Ramirez is my regular _____.

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

Patient: It's James Watson.

Receptionist: Thank you, Mr. Watson. Now, let's see ... The earliest _____ we have is next week on Thursday in the afternoon at 2 o'clock. Does that _____ for you?

Patient: Next week? Don't you have anything _____? Like today or tomorrow?

Receptionist: I'm _____ the doctor is completely _____ until next week.

Patient: I think I have an _____ tooth. I'm in a lot of _____ right now.

Receptionist: I see. Let me _____ the schedule again. Well, I think I could _____ you in tomorrow morning at 11:00. But, you might have to wait a while.

Patient: That's okay. As _____ as I can see the dentist tomorrow, I don't _____ waiting.

Receptionist: Alright, Mr. Watson we'll try to get you in to see Dr. Ramirez as _____ as possible. See you tomorrow.

Making an Appointment: Dialogue 3

Receptionist: Good morning. Pine Tree Dental. How may I help you?

Patient: Hello, I'd like to make an appointment to see Dr. Ramirez.

Receptionist: Alright, I'll check her schedule. Have you been to our clinic before?

Patient: Yes, I have. Dr. Ramirez is my regular dentist.

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

Patient: It's James Watson.

Receptionist: Thank you, Mr. Watson. Now, let's see ... the earliest opening we have is next week on Thursday in the afternoon at 2 o'clock. Does that work for you?

Patient: Next week? Don't you have anything sooner, like today or tomorrow?

Receptionist: I'm afraid the doctor is completely booked until next week.

Patient: I think I have an infected tooth. I'm in a lot of pain right now.

Receptionist: I see. Let me check the schedule again. Well, I think I could fit you in tomorrow morning at 11:00. But, you might have to wait a while.

Patient: That's okay. As long as I can see the dentist tomorrow, I don't mind waiting.

Receptionist: Alright, Mr. Watson we'll try to get you in to see Dr. Ramirez as soon as possible. See you tomorrow.