

Situation:

Student A is Dwight, who works at the 'City Health Clinic'.

Student B is David, a patient who needs to book an appointment.

Dwight's boss, Dr. Jones, is not available.

Student A (Dwight): You answer the phone. Dr. Jones is with a patient. You must take a message. Ask for all the important information.

Useful Phrases for Dwight (Student A):

- "City Health Clinic, Dwight speaking. How can I help you?"
- "I'm sorry, Dr. Jones is unavailable. Can I take a message?"
- "Can I have your full name, please?"
- "What is the purpose of the appointment?"
- "When are you available?"
- "Can I have your phone number, please?"
- "Thank you. I'll give Dr. Jones the message."

TELEPHONE MESSAGE

For: Dr. Jones
From: _____
Phone Number: _____
Date of Birth: _____
Purpose / Message: _____

Student B (David): You call the City Health Clinic. You want to see Dr. Jones. You have back pain. You prefer morning appointments. You are free next Tuesday or Wednesday. Your phone number is 0407 123 456. Your date of birth is May 14, 1985.

Useful Phrases for David (Student B):

- "Hello, I'd like to speak to Dr. Jones, please."
- "My name is David."
- "I need to book an appointment. I have back pain."
- "I'm available next Tuesday or Wednesday morning."
- "My phone number is..."