

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."

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..."

Write Complete Sentences

Answer the following questions in full sentences.

What is David's full name?

What is David's phone number

When is David's date of birth?

Why does David need an appointment?

When is David available for an appointment?

Write Your Own Dialogue

Imagine you are a patient calling the same clinic. Write a short dialogue between you and Dwight. Use the useful phrases from the role-play.
