

**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:** \_\_\_\_\_

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**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..."

### Target vocabulary of the lesson:

- appointment

Example: I need to book an appointment.

- message

Example: Can I take a message?

- available

Example: When are you available?

- back pain

Example: I have back pain.

- phone number

Example: Can I have your phone number?

- date of birth

Example: May 14, 1985 is my date of birth.

- purpose

Example: What is the purpose of the appointment?

- clinic

Example: City Health Clinic.

- unavailable

Example: Dr. Jones is unavailable.

- book

Example: Example: I need to book an appointment.