



MAKING APPOINTMENTS

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Useful Language

Making an Appointment	Asking About Time	Accepting
I'd like to make an appointment. Can I make an appointment, please? I'd like to see the doctor. I'd like a haircut. Is the dentist available this week?	What time would you like? Is Tuesday morning OK? Are you available on Friday? Would 2:30 p.m. be OK? Morning or afternoon?	Yes, that's perfect. That works for me. Tuesday is fine. See you then. Thank you very much.

Changing an Appointment	Cancelling an Appointment
Can I change my appointment? Is another time available? I'm busy on Thursday. Can we make it Friday instead?	I'd like to cancel my appointment. I'm sorry, I can't come. Can I book another day?



Activity 1 – Choose the Best Answer

- I'd like to make an appointment.
 - Nice weather today.
 - Certainly. What day would you like?
 - I'm hungry.
- Can we change the appointment?
 - Of course.
 - I like pizza.
 - Thank you.
- Is Friday morning available?
 - See you yesterday.
 - I have a dog.
 - Yes, it is.
- I'd like to cancel my appointment.
 - Happy birthday!
 - Good morning.
 - Certainly. Would you like another day?

Activity 2 – Put the Conversation in Order

Write the numbers (1–6).

- ___ Thank you. See you on Tuesday.
- ___ I'd like to make an appointment.
- ___ Tuesday at 10:00 is available.
- ___ That's perfect.
- ___ Good morning. How can I help you?
- ___ What time would you like?



Activity 3 – Complete the Dialogue

Use these words:

Monday • appointment • available • afternoon • thank you

Receptionist:

Good morning. How can I help you?

Customer:

I'd like to make an _____.

Receptionist:

Certainly. Are you free on _____?

Customer:

Do you have anything in the _____?

Receptionist:

Yes, 3:00 p.m. is _____.

Customer:

Perfect, _____!



Activity 4 – About You

Answer in full sentences.

1. What is the easiest day for you to make an appointment?

2. Do you prefer morning or afternoon appointments?

3. Who usually makes appointments in your family?

4. Which appointment is most important every year?

Teacher's Key

Activity 1 – Choose the Best Answer

1. I'd like to make an appointment.

a) Nice weather today.

b) Certainly. What day would you like?

c) I'm hungry.

2. Can we change the appointment?

a) Of course.

b) I like pizza.

c) Thank you.

3. Is Friday morning available?

a) See you yesterday.

b) I have a dog.

c) Yes, it is.

4. I'd like to cancel my appointment.

a) Happy birthday!

b) Good morning.

c) Certainly. Would you like another day?

Activity 2 – Put the Conversation in Order

1. Good morning. How can I help you?
2. I'd like to make an appointment.
3. What time would you like?
4. Tuesday at 10:00 is available.
5. That's perfect.
6. Thank you. See you on Tuesday.

Activity 3 – Complete the Dialogue

Use these words:

Monday • appointment • available • afternoon • thank you

Receptionist:

Good morning. How can I help you?

Customer:

I'd like to make an **appointment**.

Receptionist:

Certainly. Are you free on **Monday**?

Customer:

Do you have anything in the **afternoon**?

Receptionist:

Yes, 3:00 p.m. is **available**.

Customer:

Perfect, **thank you!**