



MAKING APPOINTMENTS

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1. Something Has Gone Wrong

Read each situation.

- A. You arrive for your appointment, but the receptionist cannot find your name.
- B. You booked 2:00, but the receptionist says your appointment is at 3:00.
- C. You have been waiting for 40 minutes.
- D. You were told to bring a document, but nobody told you which document.
- E. You received a message saying your appointment was cancelled.

Choose one situation.

Answer:

1. What happened?
2. Who do you need to speak to?
3. What information do you need?
4. What would be a good solution?

2. Find The Best Response

Receptionist: "I'm sorry, but I can't find your appointment."

- A. "But I made it!"
- B. "Could you check again, please? I made the appointment last week."
- C. "Look harder."

Receptionist: "Your appointment is at 3:00, not 2:00."

- A. "I'm sure I booked 2:00. Could we check the booking?"
- B. "That's wrong."
- C. "I came at 2:00."

Receptionist: "The doctor is running late."

- A. "How long do I wait?"
- B. "Could you tell me roughly how long the wait will be?"
- C. "I don't wait."

Receptionist: "You need to bring some identification."

- A. "What identification do I need to bring?"
- B. "Why didn't you tell me?"
- C. "Identification?"

3. Complete The Conversation

Use the words in the box.

check / booked / waiting / roughly / appointment / problem

Receptionist: Good morning. How can I help you?

Customer: I'm here for my 10:00 _____.

Receptionist: What's your name, please?

Customer: Daniel Brown. But there seems to be a _____.

Receptionist: What's the problem?

Customer: I _____ the appointment for 10:00, but I can't see my name here.

Receptionist: Let me _____ that for you.

Customer: Thank you.

Receptionist: I'm sorry. The doctor is running late.

Customer: That's okay. How long will I be _____?

Receptionist: About 30 minutes, _____.

4. Solve The Problem

Work with a partner. Choose **one** situation:

Situation 1: Your appointment is not in the system.

Situation 2: The business cancelled your appointment but you did not receive the message.

Situation 3: You have been waiting for 45 minutes.

Situation 4: You were given the wrong appointment time.

Have a short conversation.

You must:

- explain the problem
- ask a question
- stay polite
- find a possible solution

Then change roles and choose another situation.

REAL ENGLISH BOX

When something goes wrong, try:

"There seems to be a problem with my appointment."

"Could we check that, please?"

"I'm sure I booked it for..."

"Could you tell me roughly how long the wait will be?"

"What can we do?"

These phrases help you solve a problem **without sounding angry**.

Teacher's Key

2. Find The Best Response

1-B, 2-A, 3-B, 4-A

3. Complete The Conversation

appointment / problem / booked / check / waiting / roughly

Activities 1 and 4: open answers.