



MAKING APPOINTMENTS

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1. Your Day Is Full

You have four appointments tomorrow:

- 9:00 – Dentist.
- 11:00 – Bank
- 1:30 – Job interview
- 4:00 – Doctor

Look at your day.

Which problem do you want to solve first?

- A. You cannot get to the dentist at 9:00.
- B. The bank says your appointment may take two hours.
- C. Your job interview is moved to 2:00.
- D. The doctor calls and asks you to come at 3:30.

Choose one. Explain your choice to your partner.

You also need to:

- take your car to the garage
- pick up a document
- travel 30 minutes between some places
- have lunch

2. Change Your Plan

You now need to reorganize your day.

Tell your partner:

- which appointment you will change
- which appointment you will keep
- what new time you want
- why you need to change it

Use:

“I'd like to...”

“Could I...?”

“Would ___ work?”

“I'm afraid I can't...”

3. Make Three Appointments

You need to arrange:

Appointment 1: Dentist – this week

Appointment 2: Car service – next week

Appointment 3: Haircut – Saturday

Write your information below.

Dentist: _____

Car service: _____

Haircut: _____

Now tell your partner your plan.

Your partner asks:

“Why did you choose that time?”

For each appointment, decide:

- the day
- the time
- the reason
- how long you think it will take

4. The Last-Minute Problem

Choose **one** problem.

- A.** Your appointment is tomorrow, but you have to work.
- B.** You are going to be 30 minutes late.
- C.** You need to move your appointment to another day.
- D.** You arrive, but the business cannot find your appointment.
- E.** You need an earlier appointment than the one you have.

Your partner is the receptionist.

Explain the problem and try to find a solution. Then switch roles.

5. The Real-Life Challenge

Now put everything together.

Your partner is a receptionist, doctor, dentist, garage employee or other service worker.

You need to:

- | | |
|------------------------------|---------------------------------------|
| 1. make an appointment | 4. choose a time |
| 2. explain why you need it | 5. change one part of the appointment |
| 3. ask about available times | 6. deal with one unexpected problem |

Do not read a script. Use your own words.

6. Real English Challenge

Try to use **at least five** of these expressions:

☐ "I'd like to make an appointment."	☐ "Would Friday work instead?"
☐ "What times are available?"	☐ "Something has come up."
☐ "I'm available after..."	☐ "There seems to be a problem."
☐ "That works for me."	☐ "Could we check that, please?"
☐ "I'm afraid I can't make it."	☐ "How long will the appointment take?"
☐ "Could I reschedule?"	☐ "Could you tell me how long the wait will be?"

7. Quick Self-Check

I can...	YES	NOT YET
make an appointment	☐	☐
ask about available times	☐	☐
change an appointment	☐	☐
cancel an appointment politely	☐	☐
explain an appointment problem	☐	☐
find a new solution	☐	☐

The phrase I used best: _____

The phrase I want to practise: _____