

# Advanced– Conversation Template: Talking on the Phone

**Theme:** Calling to reschedule an appointment

**Goal:** Practice polite, clear phone communication using advanced vocabulary and tone.

**Step 1:** Fill in your side

**Instructions:** Read each line and respond as if you're speaking on the phone. Use full sentences and appropriate tone.

Receptionist: Hello, thank you for calling Dr. Morales's office. How can I help you today?

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

Receptionist: I see. What day and time were you originally scheduled for?

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

Receptionist: No problem. What new time works best for you?

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

Receptionist: Let me check... Yes, we have availability on Thursday at 3:30 p.m. Would that work?

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

Receptionist: Great, I've updated your appointment. Is there anything else I can help you with?

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

Receptionist: Thank you for calling. Have a great day!

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

# Advanced– Conversation Template: Adult Responsibilities (Time Management)

**Step 2:** Flip the script

Now YOU write both sides of the conversation. Choose a situation:

- Rescheduling a dentist appointment
- Calling to ask about a job interview
- Leaving a voicemail to confirm a meeting

Challenge: Write a 6–8 line phone conversation

*Partner:*

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**You:**

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*Partner:*

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**You:**

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*Partner:*

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**You:**

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*Partner:*

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**You:**

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