

Intermediate Conversation Templates: Talking on the phone



Making a Phone Appointment

Scene: Reception area of Green Clinic, a warm and welcoming environment with potted plants and calming artwork on the walls.

Receptionist: Hello, this is Green Clinic. How can I help you today?

Caller: Hi, I'd like to make an appointment with a doctor, please.

Receptionist: Certainly! Can I ask what the reason for your visit is? This helps us ensure you're booked with the right doctor.

Caller: Sure, I have a sore throat that's been bothering me for a few days now. I'd like to get it checked out.

Receptionist: I'm sorry to hear that! I can help you with that. We have an opening on Friday at 2 PM. Does that work for you?

Caller: Yes, Friday at 2 PM is good. Thank you!

Receptionist: Great! I'll go ahead and book that for you. Can I have your name, please?

Caller: Of course, it's Alex Johnson.

Receptionist: Thank you, Alex. And can I have a contact number, just in case we need to reach you?

Caller: Yes, it's 555-123-4567.

Receptionist: Perfect! I have you down for an appointment with Dr. Smith on Friday at 2 PM. Is there anything else I can assist you with today?

Caller: No, that's all. Thank you so much!

Receptionist: You're welcome, Alex! We look forward to seeing you on Friday. Take care!

Caller: Thanks, you too! Bye!

Receptionist: Bye!



Leaving a Message

Receptionist: Good afternoon, City Dental Clinic. How may I assist you?

You: Hello, can I speak to Dr. Lee, please?

Receptionist: I'm sorry, Dr. Lee is with a patient right now. Would you like to leave a message?

You: Yes, please. Can you tell Dr. Lee that Maria called about her appointment? I've been trying to confirm if my dental cleaning is still scheduled for next week.

Receptionist: Absolutely, I'll make sure Dr. Lee gets that information. Would you like to leave any other details or questions for her?

You: Yes, I also wanted to check if I can adjust the appointment time since something came up. If she could call me back when she has a moment, that would be great.

Receptionist: No problem at all. Let me write that down. May I have your phone number so Dr. Lee can reach you?

You: Sure, it's 319-555-6634.

Receptionist: Thank you, Maria. I've noted your request and will ensure Dr. Lee gets your message along with your phone number. Is there anything else you would like to add?

You: No, that's everything. Thank you for your help!

Receptionist: You're welcome! Have a great day, and we'll be in touch soon.