



Appointments Order The Conversation

CONVERSATION 1 (BLUE)

- Secretary: Good afternoon, this is Kelly speaking at Santus Doctors
- Sandra: Good afternoon, my name is Sandra and I'd like to book an appointment.
- Secretary: Hi Sandra, of course. Could you just confirm your surname for me?
- Sandra: Yes, it's Sandra Fathum.
- Secretary: OK Sandra, so you're with Dr Malcolm, is that right?
- Sandra: Yes, that's correct! Is he available on Friday afternoon by any chance?
- Secretary: Unfortunately, he's not free this Friday but he is next Friday the 26th March at 2pm.
- Sandra: Oh yes, I can do 2pm on 26th March.
- Secretary: Great. I'll book that in for you and you'll receive an email confirmation in the next few minutes.
- Sandra: Great, thank you! Bye!

CONVERSATION 2 (PINK)

- Secretary: Hello, this is Hasham Vets.
- William: Hi, my name is William and I have two dogs registered at your vets. They're due for their jabs.
- Secretary: OK William. Can I take the names of your dogs?
- William: Yes, they're called Pop and Poodle!
- Secretary: OK, two labradors. Is that correct?
- William: Yes, that's right!
- Secretary: What days work best for you?
- William: Any day really between 9 and 11am.
- Secretary: We're quite busy at the moment but we do have some availability in three weeks on 6th January at 9am.
- William: OK, that works well for me. I'll book it in, thank you very much!

CONVERSATION 3 (YELLOW)

- Secretary: Hello, this is the hairdresser's.
- Richard: Hi, I need my hair cutting quite soon. Do you have any availability?
- Secretary: We do actually have one hour free today at 2pm. Does that work for you?
- Richard: I'm in a meeting at 2pm. Do you have anything slightly later, say around 4pm?
- Secretary: No, sorry, we're fully-booked for the rest of the day. We do have an early morning slot tomorrow?
- Richard: Oh yes, I have the day off tomorrow. What time is that?
- Secretary: That's at 7.30am
- Richard: Wow, that's early. No problem, I'll see you at 7.30am tomorrow morning.
- Secretary: OK, I just need your name to confirm the appointment.
- Richard: Yes, it's for Richard Burns.
- Secretary: OK, see you tomorrow Richard!
- Richard: Goodbye!