



Good afternoon, this is Kelly speaking at Santus Doctors.



Good afternoon, my name is Sandra and I'd like to book an appointment.





Hi Sandra, of course. Could you just confirm your surname for me?



Yes, it's Sandra Fathum.





Ok Sandra, so you're with Dr Malcom, is that right?



Yes, that's correct! Is he available on Friday afternoon by any chance?





Unfortunately, he's not free this Friday but he is next Friday the 26th March at 2pm.



Oh yes, I can do 2pm on 26th March!





Great, I'll book that in for you and you'll receive an email confirmation in the next few minutes.



Great, thank you! Bye!





Hello, this is Hasham Vets.



Hi, my name is William and I have two dogs registered at your vets. They're due for their jabs.





OK William. Can I take the names of your dogs?



Yes, they're called Pop and Poodle!





OK, two labradors. Is that correct?



Yes, that's right!







What days work best for you?



Any day really between 9 and 11am.



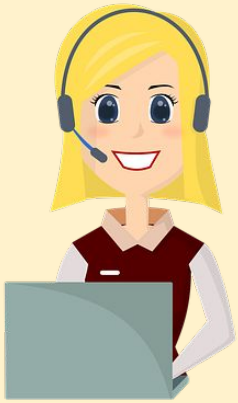


We're quite busy at the moment, but we do have some availability in three weeks on 6th January at 9am.



OK, that works well for me. I'll book it in, thank you very much!





Hello, this is the hairdresser's.



Hi, I need my hair cutting quite soon. Do you have any availability?





We do actually have one hour free today at 2pm. Does that work for you?



I'm in a meeting at 2pm. Do you have anything slightly later, say around 4pm?



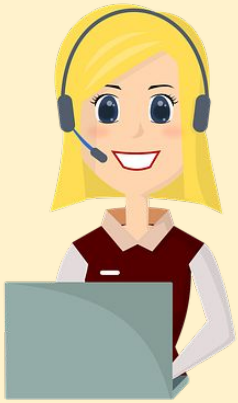


No, sorry, we're fully-booked for the rest of the day. We do have an early morning slot tomorrow.



Oh yes, I have the day off tomorrow. What time is that?



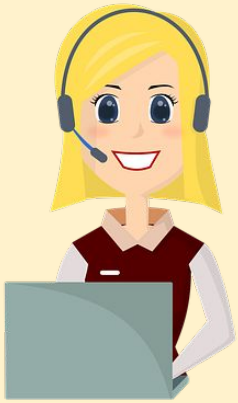


That's at 7.30am.



Wow, that's early. No problem, I'll see you at 7.30am tomorrow morning.



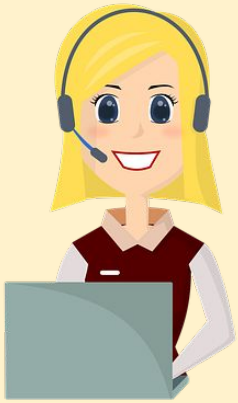


OK, I just need your name to confirm the appointment.



Yes, it's for Richard Burns.





OK, see you tomorrow Richard!



Goodbye!

