



Booking Appointments

Hannah: Hi, my name is Hannah and I'm calling to book an appointment to see Dr Filson.

Recep: Of course. Could you just confirm your full name?

Hannah: Yes, it's Hannah Wilkinson.

Recep: Let me just get your details Hannah.

Hannah: Hi, my name is Hannah and I'm calling to book an appointment to see Dr Filson.

Recep: Of course. Could you just confirm your full name?

Hannah: Yes, it's Hannah Wilkinson.

Recep: Let me just get your details Hannah.

Good afternoon!

Good morning!

Hello!

Hannah: Hi, my name is Hannah and I'm calling to book an appointment to see Dr Filson.

Recep: Of course. Could you just confirm your full name?

Hannah: Yes, it's Hannah Wilkinson.

Recep: Let me just get your details Hannah.

I'm called Hannah

This is Hannah speaking

Hannah: Hi, my name is Hannah and I'm
calling to book an
appointment to see Dr Filson.

Recep: Of course. Could you just confirm
your full name?

Hannah: Yes, it's Hannah Wilkinson.

Recep: Let me just get your details Hannah.

I'd like to book an
appointment ...

I'd like to make an
appointment with
...

I'd like to see ...
please

Hannah: Hi, my name is Hannah and I'm calling to book an appointment to see Dr Filson.

Recep: Of course. Could you just confirm your full name?

Hannah: Yes, it's Hannah Wilkinson.

Recep: Let me just get your details Hannah.

What is your name?

Was is Hannah?

Recep: What days work best for you,
Hannah?

Hannah: I can do Mondays and Thursdays
in the afternoon. Does that
work?

Recep: Yes, we have 3pm this Thursday.

Recep: What days work best for you,
Hannah?

Hannah: I can do Mondays and Thursdays
in the afternoon. Does that
work?

Recep: Yes, we have 3pm this Thursday.

Could you do
Thursdays?

Would next
Tuesday work?

Are you available
at 4pm on Monday?

Hannah: No, sorry I can't do 3pm I have to pick my daughter up from school. Could you do 4pm instead?

Recep: Yes, we also have 4pm available.

Hannah: That's great, thank you.

Hannah: No, sorry I can't do 3pm I have to pick my daughter up from school. Could you do 4pm instead?

Recep: Yes, we also have 4pm available.

Hannah: That's great, thank you.

No, sorry, I'm working then.

3pm is a little difficult.

Hannah: No, sorry I can't do 3pm I have to pick my daughter up from school. Could you do 4pm instead?

Recep: Yes, we also have 4pm available.

Hannah: That's great, thank you.

Could you do slightly later?

I'd prefer ...

How's about ...

Hannah: No, sorry I can't do 3pm I have to pick my daughter up from school. Could you do 4pm instead?

Recep: Yes, we also have 4pm available.

Hannah: That's great, thank you.

Yes, thank you

4pm works for me

That's perfect!

I can do that!

It suits me

Hannah: So, just to confirm. I'll see Dr
Filson at 4pm this Thursday,
5th March.

Recep: Yes, that's correct. We'll see you
then Hannah, bye.

Hannah: Thanks, bye!

Hannah: So, just to confirm. I'll see Dr
Filson at 4pm this Thursday,
5th March.

Recep: Yes, that's correct. We'll see you
then Hannah, bye.

Hannah: Thanks, bye!

Can I confirm?

Could you confirm?

Could you repeat
the appointment,
please?

Hannah: So, just to confirm. I'll see Dr
Filson at 4pm this Thursday,
5th March.

Recep: Yes, that's correct. We'll see you
then Hannah, bye.

Hannah: Thanks, bye!

Goodbye!

See you later!

See you on
Thursday!

See you soon!

Recep: Good morning, how can I help?
You: ...
Recep: Of course. Could you just confirm your full name?
You: ...
Recep: Let me just get your details up.What days work
best for you?
You: ...
Recep: Yes, we have 3pm this Thursday.
You: ...
Recep: Yes, we also have 4pm available.
You: ...
Recep: Yes, that's correct. We'll see you then, bye.
You: ...