



Booking Appointments

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Introduction



Hi, my name is ... and I'm calling about



Good afternoon, this is ... speaking and I'd like to book an appointment for ...



Hello, I'd like to arrange an appointment









Good morning, I'd like to see ... , please



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





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Confirming Information

-  Could you just confirm your name, please?
-  Could you confirm your date of birth, please?
-  Could you confirm your address, please?
-  Yes, it's
-  Of course, it is ...
-  Sorry, could you repeat that?




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Asking for Availability

-  What days work best for you?
-  Thursdays and Fridays are better for me
-  I can do Thursdays and Fridays
-  Do you have anything on Thursday or Friday?

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Providing Availability

-  We could do Wednesday, does that work?
-  Are you available next Monday at 4pm?
-  Would next Thursday be OK?

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Confirming Availability

 Yes, that's great, what time?

 Yes, that's perfect!

 Yes, I can do that

 Yes, no problem

 Yes, Thursday suits me

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Rejecting Availability



No, sorry I'm working then. Can you do Tuesdays?



Could you do slightly later at 5pm instead?






I'm sorry, I'm afraid I can't on Wednesdays.
How's about Fridays?



Wednesdays are a little bit difficult, I'd prefer Friday if that's OK with you?

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Confirming Appointment

-  That's great, so that's Thursday at 4pm.
-  Could you send through an email confirmation of the appointment, please?
-  Great, see you then!

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Cancelling Appointments



My name is ... and I'm calling to cancel my appointment on Thursday



Would it be possible to rearrange for a later time that same day?