



BOOK AN  
APPOINTMENT



# Appointments

# Appointments

What are some typical situation we might need to book an appointment?



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!

Good evening!

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 ... 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

I'm calling about ...

Can I arrange an  
appointment with

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?

What is Hannah?

Could you confirm your date of birth?



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.

Yes, of course!

Yes!

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.

Could you repeat that?

Could you spell that?

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?

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.

Thursdays and  
Fridays are better  
for me

Do you have  
anything on  
Thursday?

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.

I'm afraid I can't on  
Wednesdays

I'd prefer Fridays

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?

Could you send  
through an email?

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!

# Appointments

What phrases might we use to cancel an appointment over the telephone?



# Booking Appointments

## 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?

# Practice 1



# Appointments

Let's book some appointments!



# Appointments



- You want to see Doctor Mike
- Availability
  - Monday 3-4pm
  - Wednesday 3-4pm
  - Friday after 5pm

# Appointments



- You want to have your hair cut
- Availability
  - Tuesday 4-6pm
  - Wednesday 5pm
  - Friday 9-11am

# Appointments

- You need a dentist check-up
- Availability
  - All day Monday
  - Tuesday until 11am
  - Friday 12-1pm



# Appointments



- You have an eye test booked and you need to rearrange
- Current appointment: Monday 12th April at 4pm
- Availability
  - Monday 12th April 5pm
  - All day Tuesday 13th April

# Appointments

- You need an appointment at the bank
- Availability
  - Tuesday 2-4pm
  - Wednesday 6-7pm
  - Thursday 11am-12pm



# Appointments

- You want to know when your job interview is, you can't remember



# Appointments

What about booking an appointment via email? How would we write this email?

# Booking Appointments

## Greeting



Good morning



Good afternoon



Good evening



Hello



# Booking Appointments

## Introduction








My name is ... and I'm a client/patient/interested in ...



I would like to ... (book a meeting/make an appointment/schedule a convenient time to meet)




# Booking Appointments

## Providing Availability

-  Would you be available on Monday at 5pm?
-  When is a convenient time for you?
-  I'm free any time between 4 and 6pm weekdays.
-  Please could you let me know/indicate a suitable time and place for you?
-  Does ... suit you?

# Booking Appointments

## Closing

-  Please let me know what time works best for you
-  I look forward to hearing back from you
-  Kind Regards

# Booking Appointments

## Responding to Availability



I'm free on Wednesday at 6pm, that's great! See you then!



Please confirm .... works for you / is convenient/suitable for you

# Booking Appointments

## Cancelling/Rescheduling Availability



I'm writing to reschedule/cancel our appointment scheduled for Tuesday 3rd due to unforeseen circumstances. Please confirm you have received this message.

# Practice 2



# Appointments

Let's book some appointments!

# Appointments



- You need to book an appointment with your client to discuss their contract
- Suggest 4pm on Monday 17th July



# Appointments



- You need to book an appointment with your boss to review your performance this month
- Suggest 3pm on Friday 15th August

# Appointments



- You need to cancel a meeting with a client
- Current meeting at 4pm on Wednesday 5th June
- Reschedule for any time on Thursday 6th June

# Appointments



- You need to book an appointment with a potential new customer
- Suggest 2pm on Wednesday 5th May

# Appointments



- You need a new marketing expert for your company and are interested in Sally
- Schedule an introduction call for Monday afternoon

# Appointments



- You are interested in a free Zoom class with marketing tips and want to confirm the time/date of the conference

# Appointments



- Reply to this email

Hi Kevin,

I apologise for this delayed response and I'd be very interested in hearing your proposal over a phone call. Your proposed time of 3pm on Wednesday 5th May doesn't work for me, however I could do slightly later at 5pm. Let me know if this works for you.

Kind Regards,

Sam

# Appointments



- Reply to this email

Hi John,

Thank you for your application to our position of SUPPLY CHAIN MANAGER. We're very interested in your application and would like to discuss this further with you. We are holding interviews on Thursday 6th September in a couple of weeks' time and would like you to come along. Please inform us of a time that works well for you on this date so we can book you in.

We look forward to hearing from you.

Helen

# Appointments



- Reply to this email

Good afternoon Robert,

We're sorry to hear that you are no longer able to attend our meeting this coming Friday. We'd be more than happy to reschedule for Monday 6th. Does 9am GMT work for you?

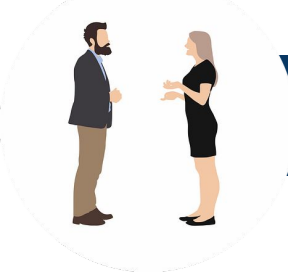
Have a lovely weekend.

Charles



# Practice 2





# Appointments

Let's order the conversation!

<https://miro.com/welcomeonboard/PL6MdOZAcjlldWnOLouTsokMJGDfCKSDzhw4KunMle6DEFAaiJRT2HttvtJXOQ1H>



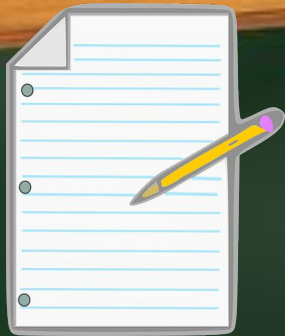
BOOK AN  
APPOINTMENT



# REVIEW



## Appointments Course



# HOMEWORK

## COMPLETE THE READING QUIZ

Link:

[https://virtually-fluent.com/quizzes/appointme  
nts-quiz/](https://virtually-fluent.com/quizzes/appointments-quiz/)