

Dental Health – Activity 3, Worksheet 3 – CLB 4-5

You need to call Happy Smiles Dental Office to reschedule an appointment.
No one answers the phone, and it goes straight to voice mail.

With a partner, practise leaving messages. The caller should state and spell their name and should give their phone number, the reason for the appointment, and the date and time of the original appointment. The caller should also say that they wish to reschedule the appointment.

<p>Scenario 1 Name: Emma Edwards Phone Number: 403-555-8435 Reason: Toothache Original Appointment: Next Thursday Preferred Appointment: Tomorrow</p> 	<p>Scenario 4 Name: Hans Huber Phone Number: 519-555-8523 Reason: Cavity Original Appointment: This afternoon Preferred Appointment: Tomorrow</p> 
<p>Scenario 2 Name: Jose Fernandez Phone Number: 709-555-1358 Reason: Bleeding gums Original Appointment: This Friday Preferred Appointment: Next week</p> 	<p>Scenario 5 Name: Isabel Ingels Phone Number: 647-555-7585 Reason: Sensitive to cold Original Appointment: Tomorrow, 9 a.m. Preferred Appointment: Tomorrow, p.m.</p> 
<p>Scenario 3 Name: Greg Grant Phone Number: 250-555-4568 Reason: Cleaning Original Appointment: June 3 Preferred Appointment: Same day, but later</p> 	<p>Scenario 6 Name: Judy Jenkins Phone Number: 780-555-3258 Reason: Broken tooth Original Appointment: November 11 Preferred Appointment: Earlier that day</p> 