

Making Appointments

Materials: Automated Voicemail Systems/Answering Machines Vocabulary, **Making Appointments – Scripts 1 & 2**, **Leaving Messages on Answering Machines**, **Strategies for Phone Conversations**.

Objectives: Students will be able to listen to an automated message and choose the correct option, call on the phone and make appointments, leave a detailed message on an answering machine.

Vocabulary: See the handout **Automated Voicemail Systems/Answering Machines Vocabulary**.

1. Ask the students to tell you their experiences making appointments on the phone. Most students have a lot of difficulty on the phone in general.
2. Ask the students how they feel and what they do when they call and reach an answering machine.
3. Ask the students if they are comfortable leaving a message on an answering machine.
4. Give the students the handout **Automated Voicemail Systems/Answering Machines Vocabulary**. Ask the students to tell you what each word means. You can do this as a group activity or have the students work individually or in pairs and then share with the group.
5. Tell the students you are going to read a message from a Doctor's automated message machine. Ask for a volunteer to listen to the message and choose the correct number to press. Tell the student why she is calling. For example, she is calling to speak to the nurse. Now read the message and ask the student to tell you what number she pressed. Give each student a chance to do this exercise.
6. Next you will practice making appointments with different people. Give the students **Making Appointments – Scripts 1 & 2**. Ask for a volunteer to role play a script with you. Have the students work in pairs each taking a turn to be the student and the two receptionists. Ask for a pair of volunteers to role play for the whole class. Clarify any words or phrase they don't know.
7. Next the students will have a chance to practice leaving messages on answering machines. Give the students **Leaving Messages on Answering Machines**. You can work on this as a group or have the students work in pairs or individually and the share with the group. In the end they should all be able to leave a message with their name, phone number, the person the message is for (if applicable), the reason they are calling, and a time that is good for the call back.
8. Ask the students what they can do to make it easier for them to have comfortable phone conversations. Write their suggestions on the board. Give them **Strategies for Phone Conversations**. Have them include suggestions that are not on the handout!

Automated Voicemail Systems/Answering Machines Vocabulary

1. menu
2. options
3. press
4. enter
5. select
6. pound key
7. star key
8. operator
9. agent/customer service representative
10. schedule
11. confirm
12. change
13. cancel
14. inquire/inquiring
15. extension
16. This call may be monitored or recorded for training purposes or quality assurance.
17. others??? Ask the students if they have questions about other words they have not understood on answering machines.

Making Appointments – Scripts 1

Doctors' office answering machine:

Hello, you have reached the office of Drs. Smith, Jones, and Anderson. Please listen to the following options. If you are calling to schedule an appointment, press 1. If you are calling to confirm, change, or cancel an appointment, press 2. To speak to a nurse, press 3. To get a prescription refill, press 4. To inquire about a bill, press 5. For all other questions or to speak with the receptionist, please stay on the line.

Making an appointment to speak with your child's teacher:

School receptionist: "Good morning, Millbury Middle School, Mrs. Martinez speaking. How can I help you?"

Student: "Hello. This is Mrs. Chen. I'd like to make an appointment to speak to my son's teacher."

School receptionist: "What is your son's name?"

Student: "His name is John Chen."

School receptionist: "Who is John's teacher?"

Student: "His teacher is Mr. Smith."

School receptionist: "We have two Mr. Smiths who teach here. Is it Michael Smith or Donald Smith?"

Student: "I don't know."

School receptionist: "What grade is your son in?"

Student: "He's in fifth grade."

School receptionist: "His teacher is Donald Smith. Mr. Smith has appointments available on Tuesdays and Wednesday afternoons from 3:30 to 4:30. His first available appointment is next Wednesday, March 20th at 4:00. Is that good for you?"

Student: "Yes, I can come then."

School receptionist: "Good, I've scheduled your appointment. If you need to cancel, please give us a call."

Student: "Yes, I will. Thank you."

School receptionist: "You're welcome. Goodbye."

Student: "Goodbye."

Making Appointments – Scripts 2

Making an appointment to get a haircut: *

Hair salon receptionist: “Good afternoon, Marie’s Hair Salon.”

Student: “Hello, I’d like to make an appointment to get my hair cut.”

Hair salon receptionist: “Is there a particular *stylist* you’d like?”

Student: “No I’ve never been there before.”

Hair salon receptionist: “Oh, you’re a new client. That’s great. *How did you hear about us?*”

Student: “I saw your ad in the newspaper.”

Hair salon receptionist: “Wonderful! Are you looking to get your hair *cut and styled or just a trim?*”

Student: “I just need a trim.”

Hair salon receptionist: “Okay. *Jackie has an opening* this afternoon at 4:30. Is that good for you?”

Student: “No, I can’t come today. Do you have something available on Thursday morning?”

Hair salon receptionist: “Yes, *I can book you* with Lucy on Thursday morning at 9:30. *Does that work for you?*”

Student: “Yes that will be fine.”

Hair salon receptionist: “Great. Can I have your name and number please?”

Student: “Yes, my name is Elsie Lopez and my number is 778-296-3467.”

Hair salon receptionist: “Okay, *you’re all set* for Thursday at 9:30”

Student: “Thank you.”

Hair salon receptionist: “You’re welcome. *Bye now.*”

Student: “Goodbye.”

* The words and phrases in italics might be unfamiliar to your students. Ask if they know what they mean.

Leaving Messages on Answering Machines

You want to make an appointment to talk to your Admissions Counselor, Sarah Bright, at Quinsigamond Community College. You have a question about some papers she sent you. You call the school and hear the following message:

“Hello. You have reached the Admissions Office of Quinsigamond Community College. The office is closed today for a staff meeting. Please leave your name, number, and a detailed message and your call will be returned tomorrow before noon. Thank you.”

What message will you leave?

You are calling Bella’s Catering Service. You spoke to Bella yesterday and ordered food for a party. You want to order a few more items. You call Bella and hear the following message:

“Hello. You have reached Bella’s Catering Service. I can’t take your call right now, but will return your call by 6 PM this evening. Please leave your name, number, and a detailed message. Thank you.”

What message will you leave?

You are calling Bob’s Garage to make an appointment for an oil change and a tune up. The only day you can leave your car is Friday. You call the garage and hear the following message:

“Hi. This is Bob at Bob’s garage. Leave a message and I’ll call you back.”

What message will you leave?

Strategies for Phone Conversations

1. Identify yourself!
2. Write down what you want to say.
3. Anticipate questions. For example, if you are calling a doctor's office here are some questions you may be asked: What is your name? Are you a patient here? Who is your doctor? What is the problem? Has your insurance changed?

If you are calling to get your car serviced they may ask: Have you been here before? What is the year, make, and model of your car? (2014 Honda Civic). What is the problem? When can you bring it in? Are you dropping it off or waiting for it?

4. If you have to leave a message remember to leave your name, number, a good time to reach you, and why you are calling.

5. If you are speaking to someone and you don't understand them you can say:

“Please speak slower, I didn’t understand what you said.”

“Please repeat that.”