



Five College Center for the Study of World Languages

Conversation Preparation Guides

Title: Making an Appointment

Topic: Appointments

Level: Novice-Intermediate

Practice on Your Own

Imagine that you are studying or living in a country where the language is spoken. You need to call an office to make an appointment.

- Review how to talk about dates and times.
- Review appropriate greetings to use when speaking to someone you do not know over the phone, as well as polite expressions ("please," "thank you," etc.).
- Think about different places that you might need to call to make an appointment. For example:
 - A doctor's office
 - A dentist's office
 - A hair salon
 - A language school where you need to schedule a placement interview
 - And many other possibilities...

If you are not sure whether appointments are needed for certain services in the country/ies where the language is spoken, do some research online or ask your conversation partner.

- Practice these conversations out loud. Try out a few different situations. Make sure you can communicate clearly about dates, times, locations, etc.

Practice in Conversation Session

- Be prepared to role play different scenarios where you call an office to make an appointment. Your conversation partner will answer your call. Remember to use appropriate greetings and polite expressions. Make sure you are clear about the date and time of your appointment, where the office is located, etc. Do you need to bring anything with you (ID, health insurance card, cash or check, etc.)? Do you need to arrive early to fill out paperwork?
- Think about similar phone calls you have made in your home country. Did you notice any differences?