



Access English Centre  
Immigrant Centre Manitoba  
Activity Plan - Beginner



Visiting the Doctor /  
Making an Appointment with the Doctor  
90 minutes

**Objective/Goal:**

This activity requires the participants to work together to learn basic telephone skills such as calling to make an appointment. The key frame sentences are **"Hello. My name is Mary. I would like to make an appointment with Dr. Smith."** **"What is wrong with you?"** **"I have a cold and fever."** **"Can you come tomorrow afternoon at 2:00 P.M.?"**

**Materials:**

Each pair of participants needs:  
Sample Telephone Conversation Sheet, and BINGO player cards

Facilitator needs:

- whiteboard
- whiteboard markers
- BINGO cards

**Procedure:** Warm-up 15 min  
Work-out 60 min  
Cool-down 15 min

**Procedure:** Introduction - Telephone Skills - Calling for an appointment

**1. Warm - up Activity:**

Before you begin, pre-teach the following words and phrases to the whole group. Write the key words on the whiteboard (or use the projector) then have participants repeat the key words several times with you.

1. "How can I help you?"
2. "I would like to ..."
3. make an appointment.
4. I have a cold. / I have a fever. / I have a cough.

Then lead the group to read the following dialogue aloud with you a few times.

Make sure everybody follows your instructions before they do exercises on

their own.

Receiver

Caller

"Hello. Dr. Smith's office. Can I help you?"

"Hello. My name is Alana.

"Hello. Alana. "

"I want to see Dr. Smith.

"Sure. What is wrong with you?"

"I have a cold and a fever."

"Sorry to hear that. Can you come tomorrow?"

"What time?"

"Can you come at 2:00 P.M.?"

"Yes. I can"

"See you tomorrow at 2:00."

"Thank you. See you then."

2. Work-out Activity:

After your introduction, call on an advanced learner in your group. Give him/her a copy of the dialogue below and instruct him/her to call to make an appointment. The volunteer will be Speaker A and you will be Speaker B. (See worksheet 1)

**B: Dr. Smith's office, good morning.**

**A: Hello. My name is \_\_\_\_\_. I want to make an appointment to see Dr., Smith.**

**B: What is wrong with you?**

**A: I have a bad cough.**

**B: Can you come tomorrow afternoon at 2:00 P.M.?**

**A: Yes. I can.**

**B: Thank you for calling. See you tomorrow at 2:00. Have a nice day. Good-bye**

**A: Goodbye**

**Activity one:** Practise the dialogue a few times as a whole group, then divide the class into two groups – **caller group and receiver group**. Lead

both groups to practice the sample dialogue together a few times. Also, emphasize how to use the frame sentences.

**Activity two:** Divide the whole group into pairs. Have the participants work with their partner and make an appointment using the model dialogue by providing their names, telephone number, and their ailments while they are making an appointment. **(Activity sheet A)**

### **3. Cool Down Activity**

**Activity 1.** Gather the whole group together and review all the phrases and new words that have been practiced.

**Activity 2.** Play BINGO Game Exercises on calling for an appointment.

## Activity Sheet A: Role Play

### Making an Appointment with the Doctor

**Exercise A: Pair work.** One partner is a caller and the other one is the receiver. They take turns to practice the dialogue.

#### Receiver

"Hello. Dr. Smith's office. Can I help you?"

"Hello. Alana. "

"Sure. What is wrong with you?"

"Sorry to hear that. Can you come tomorrow?"

"Can you come at 2:00 P.M.?"

"See you tomorrow at 2:00."

#### Caller

"Hello. My name is Alana.

"I want to see Dr. Smith.

"I have a cold and a fever."

"What time?"

"Yes. I can"

"Thank you. See you then."

### Exercises B: Making an Appointment

**B: Dr. Smith's office, good morning.**

**A: Hello. My name is \_\_\_\_\_ . I want to make an appointment to see Dr. Smith.**

**B: What is wrong with you?**

**A: I have a bad cough.**

**B: Can you come tomorrow afternoon at 2:00 P.M.?**

**A: Yes. I can.**

**B: Thank you for calling. See you tomorrow at 2:00. Have a nice day.  
Good-bye**

**A: Goodbye**

## Patient's Card

<p>1</p> <p>I have a fever.</p>	
<p>2</p> <p>I have a rash on my left arm.</p>	
<p>3</p> <p>I have a cold.</p>	

4

I have a sore throat.



5

I have diarrhea.



6

I have a backache.



## BINGO Game - Making a Doctor Appointment Caller's Card

<p style="text-align: center;"><b>Make an appointment</b></p>	 <p style="text-align: center;"><b>Dr. Smith's Office</b></p>	<p style="text-align: center;"><b>Your phone number</b></p>	 <p style="text-align: center;"><b>I have a fever.</b></p>
 <p style="text-align: center;"><b>Your phone number</b></p>	<p style="text-align: center;"><b>I have a cold.</b></p>	 <p style="text-align: center;"><b>Make an appointment</b></p>	<p style="text-align: center;"><b>I have a bad cough.</b></p>
<p style="text-align: center;"><b>My name is Mary.</b></p>	 <p style="text-align: center;"><b>I have a bad cough</b></p>	<p style="text-align: center;"><b>In the afternoon at 2:00 P.M.</b></p>	 <p style="text-align: center;"><b>I have the flu.</b></p>
 <p style="text-align: center;"><b>2:00 o'clock in the afternoon</b></p>	<p style="text-align: center;"><b>I have the flu.</b></p>	 <p style="text-align: center;"><b>My name is Mary.</b></p>	<p style="text-align: center;"><b>Free</b></p>

## BINGO Making a Doctor Appointment Player's Card A

<p style="text-align: center;"><b>Make an appointment</b></p>	 <p style="text-align: center;"><b>Dr. Smith's Office</b></p>	<p style="text-align: center;"><b>Your phone number</b></p>	 <p style="text-align: center;"><b>I Have a cold.</b></p>
 <p style="text-align: center;"><b>Your phone number</b></p>	<p style="text-align: center;"><b>I have the flu.</b></p>	 <p style="text-align: center;"><b>Make an appointment</b></p>	<p style="text-align: center;"><b>I have a bad cough.</b></p>
<p style="text-align: center;"><b>My name is Mary.</b></p>	 <p style="text-align: center;"><b>I have a bad cough</b></p>	<p style="text-align: center;"><b>In the afternoon at 2:00 P.M.</b></p>	 <p style="text-align: center;"><b>I have a fever.</b></p>
 <p style="text-align: center;"><b>2:00 o'clock in the afternoon</b></p>	<p style="text-align: center;"><b>I have the flu.</b></p>	 <p style="text-align: center;"><b>My name is Mary.</b></p>	<p style="text-align: center;"><b>Free</b></p>



## BINGO Making a Doctor Appointment Player's Card B

<p style="text-align: center;"><b>Make an appointment</b></p>	 <p style="text-align: center;"><b>Make an appointment</b></p>	<p style="text-align: center;"><b>Your phone number</b></p>	 <p style="text-align: center;"><b>I Have a cold.</b></p>
 <p style="text-align: center;"><b>Your phone number</b></p>	<p style="text-align: center;"><b>I have the flu.</b></p>	 <p style="text-align: center;"><b>Dr. Smith's Office</b></p>	<p style="text-align: center;"><b>I have a bad cough.</b></p>
<p style="text-align: center;"><b>My name is Mary.</b></p>	 <p style="text-align: center;"><b>I have a bad cough</b></p>	<p style="text-align: center;"><b>In the afternoon at 2:00 P.M.</b></p>	 <p style="text-align: center;"><b>I have a fever.</b></p>
 <p style="text-align: center;"><b>2:00 o'clock in the afternoon</b></p>	<p style="text-align: center;"><b>I have the flu.</b></p>	 <p style="text-align: center;"><b>My name is Mary.</b></p>	<p style="text-align: center;"><b>Free</b></p>

## BINGO Making a Doctor Appointment Player's Card C

<p style="text-align: center;"><b>Make an appointment</b></p>	 <p style="text-align: center;"><b>Make an appointment</b></p>	<p style="text-align: center;"><b>Your phone number</b></p>	 <p style="text-align: center;"><b>I Have a cold.</b></p>
 <p style="text-align: center;"><b>Your phone number</b></p>	<p style="text-align: center;"><b>I have the flu.</b></p>	 <p style="text-align: center;"><b>Dr. Smith's Office</b></p>	<p style="text-align: center;"><b>I have a bad cough.</b></p>
<p style="text-align: center;"><b>My name is Mary.</b></p>	 <p style="text-align: center;"><b>My name is Mary.</b></p>	<p style="text-align: center;"><b>In the afternoon at 2:00 P.M.</b></p>	 <p style="text-align: center;"><b>I have a fever.</b></p>
 <p style="text-align: center;"><b>2:00 o'clock in the afternoon</b></p>	<p style="text-align: center;"><b>I have the flu.</b></p>	 <p style="text-align: center;"><b>I have a bad cough</b></p>	<p style="text-align: center;"><b>Free</b></p>

## BINGO Making a Doctor Appointment Player's Card D

<p style="text-align: center;"><b>Make an appointment</b></p>	 <p style="text-align: center;"><b>Make an appointment</b></p>	<p style="text-align: center;"><b>Your phone number</b></p>	 <p style="text-align: center;"><b>I Have a cold.</b></p>
 <p style="text-align: center;"><b>2:00 o'clock in the afternoon</b></p>	<p style="text-align: center;"><b>I have the flu.</b></p>	 <p style="text-align: center;"><b>Dr. Smith's Office</b></p>	<p style="text-align: center;"><b>I have a bad cough.</b></p>
<p style="text-align: center;"><b>My name is Mary.</b></p>	 <p style="text-align: center;"><b>My name is Mary.</b></p>	<p style="text-align: center;"><b>In the afternoon at 2:00 P.M.</b></p>	 <p style="text-align: center;"><b>I have a fever.</b></p>
 <p style="text-align: center;"><b>Your phone number</b></p>	<p style="text-align: center;"><b>I have the flu.</b></p>	 <p style="text-align: center;"><b>I have a bad cough</b></p>	<p style="text-align: center;"><b>Free</b></p>