


▶ Watch the video: *Calling the medical centre*

Tim calls the medical centre. He talks to the receptionist. He wants to make an appointment.

Listen and answer the questions.



1. What does Tim want?
  - He wants to see the doctor.
  - He wants to see the dentist.
2. What day is he going to see the doctor?
  - on Thursday
  - on Friday
3. What time is he going to see the doctor?
  - at 2:00 PM
  - at 3:00 PM
4. How do you spell his full name?
  - Tim Cole
  - Tim Coal
5. What is his phone number?
  - 0491 570 158
  - 0491 570 159

 Read it aloud.

- Tim calls the medical centre.
- He talks to the receptionist.
- He wants to make an appointment.



Tim



Receptionist



Hi. This is Greenhill Medical Centre. How can I help you?



Hi. Can I make an appointment to see the doctor?



Yes. When would you like to come?



Can I come on Thursday at 2:00 PM?



Sorry, 2:00 PM is not available. How about 3:00 PM?



Yes, 3:00 PM is good.



Can I have your name, please?



My name is Tim Cole.



Can you spell your name, please?



Yes, it's T-i-m C-o-l-e.



Can I have your phone number, please?



My phone number is 0491 570 159.



Can you repeat that, please?



Yes, it's 0491 570 159.



Thank you. See you on Thursday at 3:00 PM.



Thanks. See you then.



Bye.

# Videos

Video links for this resource available at: [englishexpress.com.au/bw](https://englishexpress.com.au/bw)

## Answer Key and Guide

### Listening

#### Answers

1. He wants to see the doctor.
2. on Thursday
3. at 3:00 PM
4. Tim Cole
5. 0491 570 159

#### Teacher notes

- There are two versions of the video: one with captions and one without captions. Use the video without captions to focus on listening skills.

### Reading and speaking

#### Teacher notes

- A full transcript of the dialogue is presented. Students can role-play the scenario and read it aloud.

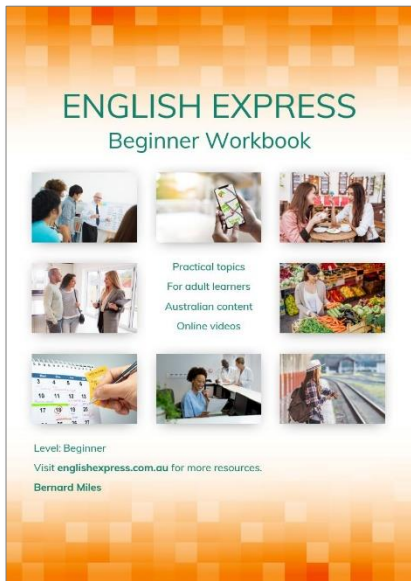
#### Extra ideas

- Focus on pronunciation: difficult sounds, linking, stress, intonation.
- Focus on useful words and phrases, for example: *How can I help you? How about \_\_\_\_\_ ? Can you repeat that, please?*
- Cut up the dialogue. Students put it in order.

# About this Resource

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## English Express Beginner Workbook

eBook | PDF (16MB) | 192 pages | Individual or Team Licence

The English Express Beginner Workbook is a topic-based workbook for adult learners of English. It is ideal for learners at beginner level. They may already know the letters of the alphabet, say numbers up to 10, sight read a few words, and greet people. But they may not yet be able to interact in everyday situations, such as buying a coffee or making a medical appointment.

There are 9 topics in the book which present language in the context of everyday situations and texts. Each topic is accompanied by several animated videos, which help the learner develop their listening and pronunciation. The videos are conveniently hosted online. The book is set in an Australian context, however, if you are in a different country, the book may still be very useful to you.

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## Links



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