

1 Reading

a. Read the dialogues and put them in order. Then listen and check your answers

a ☐

Secretary: Dr Lee's surgery. How may I help you?

Woman: Hello. My name is Lisa Taylor. I have an appointment with Dr Lee tomorrow at three o'clock, but I'm afraid I have to change it.

Secretary: Oh, I see. So, you need to cancel. Would you like to make another appointment?

Woman: Yes. Could we make it a little later?

Secretary: I'm sorry Ms Taylor, but Dr Lee is pretty busy for the rest of the day. There's an opening on the following day, Thursday the 14th, at four.

Woman: That sounds perfect.

Secretary: OK. So, four o'clock on Thursday.

Woman: Great! Thank you very much.

Secretary: You're very welcome Ms Taylor.



b ☐

Secretary: Dr Lee's surgery. What can I do for you?

Woman: Good morning. My name is Lisa Taylor. I'd like to make an appointment with Dr Lee.

Secretary: OK. How about Tuesday at three o'clock?

Woman: No. Tuesday isn't a good day for me. Could we make it another day?

Secretary: What about Wednesday at three?

Woman: Sure, that's fine. Would you give me the address?

Secretary: Certainly. It's 74 Garden Street.





Man: Hey, Lisa. Could you help me with Josh tomorrow?

Woman: Sure. What's up?

Man: Will you take him to school in the morning? You see, Diane's away and I have to be at work very early. I've got an important meeting.

Woman: Of course. No problem.

Man: Can you also pick him up at three o'clock?

Woman: Three o'clock? Umm, I can't make it at that time. I've got a doctor's appointment at three.

Man: Oh, no!

Woman: Don't panic. I can call and change my appointment.

Man: Are you sure you don't mind?

Woman: Not at all. You can count on me for tomorrow. What are sisters for?

Man: Thanks, Lisa. I owe you one.

Woman: Don't mention it.

To make polite requests and ask for a favour we use:

Can I/you...?

Could I/you...?

May I...?

Will you...?

Would you...?

Could and *would* are more polite than *can* and *will*.

B. Read the dialogues again and answer the questions. In which dialogue is someone...

1. making an appointment?

2. asking for a favour?

3. asking for information?

4. changing an appointment?

5. giving an excuse?
