

Name: _____
Date: _____

PHONE SKILLS

Directions: Dial the following numbers and write down how you would respond to each comment on the next page.



563 - 218 - 9614

You need to make an appointment with your doctor because you don't feel well.

DOCTOR APPOINTMENT ROLE PLAY

"Hi, thank you for calling Providence Regional Hospital.
How can I help you today?"

You: _____

"Is there anything specific you would like to see the
doctor for?"

You: _____

"What day works best for you?"

You: _____

"I have an appointment available next week, would that
be ok?"

You: _____

"Perfect. I have you down for that day. See you then!"