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.



LIVEWORKSHEETS

C

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? _____

LIVEWORKSHEETS