

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!"