Role Playing - Health

1. Booking an appointment at the dentist’s:

Scene: Claire works as a receptionist at Bradley Dental Practice. Jeff is the patient. He phones up to make an appointment:

Claire: Good afternoon, Bradley Dental Practice. How may I help you?
Jeff: Oh, hello. I’d like to make an appointment to see the dentist.
Claire: Which dentist do you usually see?
Jeff: Er, Mr Forrester.
Claire: Let’s see. (Pause) Are you in any pain at all?
Jeff: No. It’s just for a check up, I think.
Claire: When would you be able to come in?
Jeff: Er, any time really.
Claire: What about Tuesday afternoon, at twelve forty five?
Jeff: Yes, that’s fine. Er, wait a minute. I’m going to see my cousin in Manchester on Tuesday. It’s his birthday. He’s going to be fifty. Have you got anything on Wednesday?
Claire: I’ll check for you. (Pause) Wednesday at half past eight in the morning.
Jeff: That’ll be OK. It’s a bit early though. Can you make it later - about ten o’clock?
Claire: I’ve got twenty to eleven on Wednesday morning?
Jeff: Yeah. That’ll be great. OK, yes.
Claire: So we’ll see you on Wednesday at ten forty then.
Jeff: Yes. Thanks then.
Claire: Bye.