

High Level Listening
TRANSCRIPTS
with Kat and Mark

American Doctor's Office

Problems on the Phone in English

Put on Hold

Doctor's office, would you mind waiting for a moment?

Dr's office, could I put you on hold for a moment?

Problems on the Phone in English

Confusion

Sorry?

Could you repeat that?

Could you say that again please?

Could you say that a little louder, please? A bit louder?

On the Phone

Choosing a Time - On the Phone

Receptionist: Okay, so when would you be available to come in?

Patient: Do you have anything today?

Receptionist: Uh, we have a 2:00 appointment available?

Patient: That'll work.

Receptionist: Okay and what time were you looking for?

Patient: Well, uhm, let me see, what about 2:00 tomorrow?

Receptionist: Unfortunately everything's all booked up tomorrow, earliest appointment would be Wednesday at 7 o'clock?

Patient: Okay, well do you have anything available next week?

Receptionist: Yes, we're fairly open on Mondays. We've got appointments at 7 o'clock on Monday through Thursday.

Patient: Okay, I'll go ahead and take the 7:00 on Monday.

Receptionist: Okay, and what time did you wanna book an appointment?

Patient: What's the latest you're available on Tuesdays?

Receptionist: Latest on Tuesday is 4:30.

Patient: Okay, 4:30, uhm, could you do half an hour later at 5?

Receptionist: Latest we could push it to is 4:45, would that be alright?

Patient: Okay, I think I can make that, yes.

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