

Making an Appointment

A2 · Would like to / Could · 10 panels · 50–60 minutes

1. Warmer



Look at the illustration. What can you see? Where are the people?

Tell a partner two things you already know about this situation.

Goal: Would like to / Could — use English in an everyday situation.

2. Vocabulary

Match the words to their meanings.

1. appointment · **2.** receptionist · **3.** available · **4.** surname · **5.** confirm

- A. say that information is correct
- B. family name
- C. a person who welcomes visitors and answers calls
- D. free to use or book
- E. an arranged time to meet someone

1 ___ 2 ___ 3 ___ 4 ___ 5 ___

3. Reading

Ravi phones a clinic to make an appointment. He would like to see a nurse on Thursday morning. The receptionist checks the diary. There is no appointment at nine, but ten thirty is free. Ravi agrees to that time. The receptionist asks for his full name and phone number. Ravi spells his surname slowly. Before the call ends, he repeats the day and time to check them. On Thursday, he arrives ten minutes early. He tells the receptionist his name and waits in the waiting room. He brings a book to read while he waits.

4. Comprehension

Answer using the reading.

1. Who does Ravi want to see?

2. Why can't he book nine o'clock?

3. What time does he book?

4. What does he repeat before the call ends?

5. Grammar focus

I'd like to + verb: I'd like to make an appointment.

Could I + base verb: Could I come on Thursday?

Could you + base verb: Could you repeat the time, please?

Use **on** for days and **at** for times: on Thursday at ten thirty. Repeat details to confirm them.

6. Guided practice

Complete or choose the correct word.

1. I'd like ___ book an appointment.
2. Could I ___ on Friday? (come / comes)
3. Could you ___ the time? (repeat / repeats)
4. Is anything available ___ Monday?
5. My appointment is ___ eleven.
6. I'd ___ to see the nurse. (like / want)

Making an Appointment — continued

7. Listening

Your teacher will read a short script twice. Complete the notes.

1. Person Ella wants to see: ____
2. Day: ____
3. Time: ____
4. First name: ____
5. Surname: ____

8. Speaking

Receptionist: offer Friday at 9 am or Monday at 2 pm.
Caller: choose a time, give an invented name and spell the surname. Ask for repetition and confirm the details.
Swap roles. Use invented contact details.

9. Fun practice

Grammar detective: Correct one mistake in each sentence.

1. I'd like book an appointment.

2. Could you repeats that?

3. Can I come in Monday?

4. The appointment is on two o'clock.

10. Writing and reflection

Write a six-line phone conversation to book an appointment. Include a day, a time, a request to repeat information and confirmation.

Exit check: The appointment is ____ Friday ____ nine.

☐ I can use today's language. ☐ I can take part in this situation.