

Content for SJPL Friday AM ELL Club

## **Breakout Room Conversations**

Here are two scripts for role playing: *Talking on the telephone in English*

### **Role play #1: Make a Restaurant Reservation**

Turn your video off

Take turns being the restaurant person (A) and the caller (B)

A = restaurant person

B = caller

A: Hello Mario's Restaurant.

B: Hello. I would like to make a reservation for dinner.

A: Of course. When would you like to come in?

B: We would like a reservation for this Saturday, at 7:00 or 7:30pm

A: How many are in your party?

B: There will be six of us.

A: Fine. We can seat you at 7:30. What is the name?

B: The name is Parker

A: Can you spell that please?

B: Yes. It's P - A- R - K -E -R

A: Thank you Ms. Parker. We will see you on Saturday at 7:30.

B: Thank you. Good bye.

A: Goodbye.

## **Role play #2: Make an Appointment with a Dentist (for a new patient)**

- You are new to the area and are seeking a dentist.

Turn your video off

Take turns being the dentist receptionist (A) and the caller (B)

A = dentist office

B = caller

A: Hello, California Dental.

B: Hello. I want to make an appointment.

A: Are you a patient here?

B: No. I am new to the area and need to find a dentist.

A: Dr. Lee is taking new patients. I can schedule an appointment for you with her.

B: Thank you.

A: Is this urgent?

B: No. I would just like to schedule a teeth cleaning for now.

A: Ok. What is your name?

B: John Park

A: Will you spell that please?

B: J-o-h-n P-a-r-k

A: And a contact number for you?

B: My number is 650-888-9999

A: Thank you. Dr. Lee's first available appointment is Monday, May 3<sup>rd</sup>. She has openings at 8:00am or 11:00am.

B: 8:00am is good for me.

A: Great. Do you have dental insurance?

B: No. Do you accept credit cards?

A: Yes, we do. You will need to pay at the end of your visit.

B: That's fine.

A: Great. You are all set. We will see you on Monday, May 3<sup>rd</sup> at 8:00am.

B: Thank you. See you then. Good bye.

A: Good bye.

April 23 SJPL ELL Club, TOPIC: Talking on the Telephone –Don't be scared!

**Four strategies for using the telephone:**

1. Be prepared before you make the call
2. Don't be afraid to ask. . .
3. Take notes!
4. It's ok to try again later

**#1. Be prepared *before* you make the call:**

- Write down everything you need to say
  - Your name and contact information, the purpose of your call
- Gather all relevant information before you make the call
  - your calendar, customer account numbers, credit card numbers
- Define your "goal" or desired outcome for the call
  - make or change an appointment, get a reservation, resolve a service problem

**2. Don't be afraid to ask . . .**

- Excuse me, could you repeat that?
- I'm sorry, could you speak up a little please?
- Excuse me, could you speak a little slower please? I'm not fluent in English.
- I'm sorry, would you mind spelling that for me?  
(Don't say, "*I'm sorry my English is not good.*")

**3. Take notes! Write down all important information**

- Write down the date of the call
- The name of the person
- Get a confirmation number

**4. It's ok to try again later. . .(Best tip ever!)**

If the call gets too confusing:

- say "*I'm sorry I have to go. I'll need to call back later.*"
- Then hang up.