KA-Consultants Ltd.
Do you have the drive to learn?
QuickFix
ENGLISH REFERENCE SHEET

BEGINNERS · BG33 · ENTRY 1

Making an Appointment: Role-play

Make an appointment at the doctor's or at college.

Supports Adult ESOL and Functional Skills English · Entry 1

In this sheet you will

- ask for an appointment: I'd like to make an appointment, please.
- spell your name and give your date of birth
- agree a day and a time, and read an appointment message

Next sheet: BG34 Following Instructions

About this series

Free, practical English worksheets for adult learners, in class or at home. Practise speaking, listening, reading and writing through everyday situations.

Our philosophy

We help you understand, practise and grow in confidence.

Find more sheets for beginners

Scan the QR code, or go to **www.ka-consultants.com/quickfix** and choose Beginners.

Text, design and illustrations © 2026 Keystone Academic Consultants Limited. Free for educational use. Teachers may print and share this worksheet unchanged with learners. Please keep the Keystone attribution and share the link to the original resource.

Updated November 2026

LEARN Useful words for appointments

Ask: I'd like to make an appointment, please.
Name: What's your name? Can you spell it, please? M-A-L-I-K
Date of birth: What's your date of birth? It's the 3rd of March 1990.
Day and time: Is Tuesday at 10:30 OK?
Yes: Yes, that's fine. **No:** Sorry, I can't. Can I come on Wednesday?

An appointment card

Oak Road Surgery · Appointment	
Name	Imran Malik
Day and date	Tuesday 12 May
Time	10:30 am
With	Dr Shah

LISTEN Listen to Sana. Complete the appointment card.

Teacher: *the script is in the teacher area. Audio: Quick Fix Listening, BG33.*

Oak Road Surgery · Appointment	
Name	Sana _____
Day	_____
Date	_____
Time	_____

SAY IT Listen and repeat. Then practise with a partner.

Imran Hello. **I'd like to make an appointment**, please.

Receptionist What's your name?

Imran Imran Malik. That's **M-A-L-I-K**.

Receptionist And your date of birth?

Imran It's the 3rd of March 1990.

Receptionist Is **Tuesday at 10:30** OK?

Imran Yes, that's fine. Thank you.

Sound focus: Say each letter clearly, with a short stop between: **M – A – L – I – K**

Your turn. Practise with your own name and date of birth (made-up is fine). Change roles.

READ Read on your own first. Then answer.

Oak Road Surgery: Hello Imran Malik.

Your appointment with Dr Shah is on Tuesday 12 May at 10:30 am.

Please arrive 10 minutes early. Bring your list of medicines.

To cancel, call 0161 496 0456.

1. This text is ☐ a text message ☐ a menu ☐ a form

2. Who is the appointment with? It is with _____.

3. What time is the appointment? At _____.

4. True or false? Tick.

	True	False
a) The appointment is on Monday.	☐	☐
b) Imran brings his list of medicines.	☐	☐
c) To cancel, Imran calls the surgery.	☐	☐

PRACTISE 1. Complete the conversation. Use the box.

appointment	spell	fine	birth

A: I'd like to make an _____, please.
B: What's your name? Can you _____ it, please?
A: Yes. A-H-M-E-D.
B: What's your date of _____?
A: It's the 9th of July 1995.
B: Is Friday at 2:00 OK?
A: Yes, that's _____. Thank you.

2. You can't come to your appointment. Write a text message. Made-up details are fine.

Hello. This is _____.
I can't come on _____ at _____.
Can I come on _____ at _____? Thank you.

USE IT Role-play. Use card A or B. Change roles.

Card A: Receptionist

- Answer the phone. Ask the name and the spelling.
- Ask the date of birth.
- Offer Tuesday 10:30 or Thursday 2:15.

Card B: Patient

- Ask for an appointment. Spell your name.
- Say your date of birth.
- You can't come on Tuesday. Choose Thursday. Repeat the day and time.

I CAN Tick Yes or Not yet.

I can ask for an appointment.	Yes	Not yet
I can spell my name and say my date of birth.	Yes	Not yet
I can read and write appointment messages.	Yes	Not yet