

# Making an appointment



Learner guide

Ready for work

**Pre-employment skills**

# **Making an appointment**

Version 1.2

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### Making an appointment

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Level 1, 464 St Kilda Road  
MELBOURNE VIC 3004 AUSTRALIA  
Phone: (03) 9820 1300

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# What is an appointment?

An appointment is an arrangement to meet someone or be somewhere at a certain time on a certain day.

Here are some examples:

- You need to be at the dentist's office.
- You need to be at a meeting at work.
- You need to take your car to a mechanic.

## What an appointment looks like



## What it means

This means that you have an appointment to be at the dentist's office at 11.00 am on the 18th day of the month.

This means you have an appointment to be at a meeting at 9.00 am on the 12th day of the month.

# Before making the appointment

Here are three things you should do before you telephone a person to make an appointment, such as a check-up at the dentist.

1

## Find the telephone number you need

Today you want to make an appointment with the dentist. Find the number for the dentist using the internet or your contacts. Write down the number if needed.

2

## Make notes

Write down:

- who you need to speak to
- what you want to say or ask.

3

## Work out when you can go to the appointment

The person who answers the telephone will ask you what time and what day you want to make the appointment for. Look at your calendar and think about what times and dates you would like to go to the dentist.

You can also make an appointment online for some businesses and services. This is convenient because you can make the appointment from your computer or smartphone at any time.

## Activity 1

1. Write down a place where you would like to make an appointment. For example, you may want to get a haircut or see a doctor.

---

2. Find the name and phone number of the place where you would like to make an appointment and write it down.

---

---

3. If there is a person you would like to speak to, write the person's name down.

---

4. Write down when you are available to go to the appointment. You may want to refer to your calendar or diary.

---

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[Click to complete Activity 1](#)

# Making the appointment

When you are making an appointment, a receptionist may answer the telephone. A receptionist is the person who answers the telephone in an office. Sometimes the receptionist will be busy and ask you to wait. This is called being put on hold. You might hear a recording with music or information while you are on hold.

## The receptionist will:

- ask who you want to make the appointment with
- ask what service you need
- ask what day and time you would like
- ask for your name and some contact information, like your phone number
- tell you if you need to bring any information, documents or cards.

# Checking the appointment details

Before you hang up the telephone, you need to check that you have understood the information correctly.

## You need to check:

the date



the day of the week



the time



the name of the person you will be seeing



- the address of where you need to go



- if there is any information that you need to bring with you to the appointment.



## Story

Jack wants to make a veterinary appointment for his dog, Gruff, to have a check-up.

Jack has just moved to a new area called Greensville. He uses the internet to find the name of a veterinarian close by. Jack writes down the telephone number and address of the Greensville Animal Hospital and the name of the veterinarian he would like to make an appointment with.

He also has his diary ready so he knows when he is free.

Jack telephones Greensville Animal Hospital and arranges an appointment.

Jack writes down the appointment information carefully. He checks the date, the day and the time of the appointment. Jack asks if there is anything that he needs to bring to the appointment. The receptionist asks him to bring in Gruff's medical records from his last visit to an animal hospital.



## Activity 2

Read the story about Jack again. Then answer these questions.

1. List one thing that Jack writes down when he finds information about a veterinarian close by.

---

2. List one piece of information that Jack checks before he hangs up the telephone.

---

[Click to complete Activity 2](#)

# Going to the appointment

It is very important to be on time for an appointment. You need to plan ahead to make sure you are on time.

## Things you need to plan:

- How long it will take you to get to your appointment



- How you will get to the appointment



- Exactly where to go



- Everything you need to take to the appointment



# Arriving for the appointment

When you arrive at the place where you have an appointment, look for a desk where the receptionist is working, an office, or an intercom or buzzer.

## When you arrive:

- Go to the receptionist's desk and tell them you have arrived for the appointment.



- The receptionist may ask you to sit down in the waiting room until the person is ready to see you.



- The receptionist may ask you to write your personal details on a form.



## What you have learnt

Put a ✓ in the box when you are sure you can do these things.

- Write down the telephone number of where you want to make an appointment.
- Write down what you want to say or ask the person who answers the telephone.
- Check the appointment details to make sure you have understood them correctly.
- Check that you know how you will get to the appointment and how long it will take you to get there.
- What to do when you get to the place where you have made the appointment.

## Check your learning

You want to learn how to look after animals. You search online and find Joan's Animal Care College. The college has courses you are interested in. The website lists Ms Jenny Wang as the person to see for more information about courses.

You would like to know what courses are available, the time and date of the courses, and how much they cost. You decide to make an appointment.

Make a checklist to help you remember the things you need to do when making an appointment at Joan's Animal Care College.

### Checklist

Things I need to know so that I can make an appointment:

- 
- 
- 

Things I need to tell the receptionist about why I need the appointment:

- 
- 
- 

Things I need to check before I hang up the phone:

- 
- 
- 
-

Things I need to check before I go to the appointment:

- 
- 
- 
- 

[Click to complete](#)

# Answers

## Answers to activities

### Activity 1

#### Answer to Question 1

Answers will vary. An example response is the hairdresser's for a haircut.

#### Answer to Question 2

Answers will vary. An example response is Greenville Hairdressers, 7788 9988.

#### Answer to Question 3

Answers will vary. An example response is Julia Scott.

#### Answer to Question 4

Answers will vary. An example response is Monday afternoon.

### Activity 2

#### Answer to Question 1

Jack writes down:

- the telephone number of the animal hospital
- the address of the animal hospital
- the name of the person he would like to make the appointment with.

#### Answer to Question 2

Jack checks:

- the date
- the day of the week
- the time
- what he needs to bring to the appointment.

## Answers to check your learning

Answers will vary. Here is an example.

Checklist
Things I need to know so that I can make an appointment: <input type="checkbox"/> The name of the college <input type="checkbox"/> The telephone number of the college <input type="checkbox"/> The name of the person I need to see at the college or school
Things I need to tell the receptionist about why I need the appointment: <input type="checkbox"/> I need to know what courses I can take <input type="checkbox"/> I need to know the time and date of the courses <input type="checkbox"/> I need to know how much the courses cost
Things I need to check before I hang up the phone: <input type="checkbox"/> The date and time of the appointment <input type="checkbox"/> The address of the college <input type="checkbox"/> The name of the person I will see at the college <input type="checkbox"/> What I need to bring to the appointment
Things I need to check before I go to the appointment: <input type="checkbox"/> How I will get to the appointment <input type="checkbox"/> How long it will take me to get to the appointment <input type="checkbox"/> Exactly where to go <input type="checkbox"/> That I have everything needed for the appointment