

## 2.1.1. CHECKING INFORMATION ON THE PHONE – COMPREHENSION

*The following questions are about the dialogue you have just heard. Please answer them with the information from the conversation.*

*Les questions suivantes portent sur le dialogue que vous venez d'écouter. Répondez-y en utilisant les renseignements obtenus dans la conversation.*

1. What is the name of the hospital the patient is calling?

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2. What is the purpose of the call?

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3. What is the receptionist's first suggestion for the appointment?

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4. Why can't John come at that time?

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5. What does the receptionist suggest as an alternative?

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6. Why doesn't the patient like 9 a.m.?

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### **More difficult:**

7. How does the receptionist offer her assistance?

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8. Why is it important to spell names on the phone? Why did the receptionist make a mistake while spelling John's last name?

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9. What does "we can get you in" mean?

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10. What is a cancellation list?

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11. Why does the receptionist take the patient's phone number late in the conversation?

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12. Both the receptionist and the patient repeat the date and the time for the appointment at the end of the dialogue. Why do they do that?

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13. How does the receptionist end the conversation?

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