

RECURSO GRATIS • NIVEL PRINCIPIANTE

Una llamada importante

A practical A1 story about making a phone call, leaving a clear message, and asking for an appointment.

READ

CALL

SPEAK

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ANTES DE LEER

Get ready

Daniel needs to call a clinic in English. Read to discover how preparation helps him speak clearly and solve the problem.

Before you begin

What information do you give when you make an appointment? Write three ideas.

Meet Daniel

DANIEL

Daniel is 31 and works at a restaurant. His right hand hurts after a busy week. He understands some English, but phone calls make him nervous.

Reading goal

Notice the phrases Daniel uses to identify himself, ask for help, and confirm details.

THE STORY · PART 1

Before the call

On Monday morning, Daniel's hand still hurts. He decides to call the neighborhood **clinic**.

Daniel writes a short **note** before he calls. It has his name, phone number, date of birth, and the reason for the call.

He also writes three sentences:

Hello, my name is Daniel Ruiz.

I would like to make an appointment.

My right hand hurts.

Daniel takes a slow breath and **dials** the number.

A recorded **message** says, 'Thank you for calling Green Street Clinic. Press one for English. Press two for Spanish.'

Daniel wants to practice, so he presses one.

After a short **wait**, a woman answers.

'Green Street Clinic. This is Amy. How may I help you?'

Daniel looks at his note. 'Hello, my name is Daniel Ruiz. I would like to make an appointment.'

'Are you a new **patient**?' Amy asks.

'Yes, I am.'

'What is the reason for your call?'

'My right hand hurts,' Daniel says.

THE STORY · PART 2

Please say that again

Amy asks for Daniel's date of birth. Daniel answers, 'July fourteenth, nineteen ninety-five.'

'And what is your **address**?'

Daniel gives his street and apartment number.

Amy speaks quickly. Daniel does not understand the next question.

'I am sorry. Could you **repeat** that, please?' he asks.

Amy speaks more slowly. 'What is your phone number?'

Daniel reads the number from his note.

'Thank you. The first **available** appointment is Wednesday at 2:30 p.m. Does that work for you?'

Daniel checks his work **schedule**. He starts at five on Wednesday.

'Yes, Wednesday at 2:30 works for me.'

'Please arrive fifteen minutes early. Bring your photo ID and insurance card.'

Daniel writes the information down.

'Can you please **confirm** the address of the clinic?' he asks.

Amy gives him the address. Daniel repeats it to make sure it is correct.

'That is correct,' Amy says.

THE STORY · PART 3

A clear goodbye

'Is there anything else I can help you with?' Amy asks.

Daniel looks at his note. Every question has an answer.

'No, thank you. I have my appointment for Wednesday at 2:30.'

'Yes. We will also send you a text **reminder**.'

'Thank you for your help. Have a good day.'

'You too. Goodbye.'

Daniel ends the **call** and smiles. The conversation was not perfect, but it was successful.

A minute later, his phone receives a text with the clinic address, appointment time, and a link to a form.

Daniel adds the appointment to his calendar. Then he tells his manager that he will arrive at work after the clinic.

On Wednesday, Daniel arrives early with his ID and insurance card. The receptionist finds his name on the list.

'Your English on the phone was very clear,' she tells him.

Daniel feels proud. His note helped him remember the important information. Asking Amy to repeat a question helped him understand.

He learns that a good phone call has three simple steps: prepare, speak clearly, and confirm the details.

You do not need perfect English to make an important call.

Words for a phone call

Find each bold word in the story. Read the full sentence, then check the Spanish meaning.

clinic	clínica
note	nota
dials	marca un número
message	mensaje
wait	espera
patient	paciente
address	dirección
repeat	repetir
available	disponible
schedule	horario
confirm	confirmar
reminder	recordatorio
call	llamada

COMPREHENSION

Check your understanding

A. Choose the best answer

1. Why does Daniel call the clinic?

- a) His hand hurts b) He needs a job c) He lost his card

2. What does Daniel write before calling?

- a) A letter b) A note c) An email

3. When is the appointment?

- a) Monday at 5:00 b) Tuesday at 2:30 c) Wednesday at 2:30

4. What should Daniel bring?

- a) ID and insurance card b) Food and water c) His work schedule

5. What does the clinic send?

- a) A letter b) A text reminder c) A bill

B. True or false

1. Daniel chooses English on the phone menu. **TRUE / FALSE**
2. Daniel understands every question immediately. **TRUE / FALSE**
3. Daniel works at five on Wednesday. **TRUE / FALSE**
4. Daniel arrives late for the appointment. **TRUE / FALSE**
5. Preparing a note helps Daniel. **TRUE / FALSE**

C. Useful phone phrases

Complete with: **help • appointment • repeat • works**

1. How may I _____ you?
2. I would like to make an _____.
3. Could you _____ that, please?
4. Wednesday at 2:30 _____ for me.

COMPREHENSION

Think and use English

D. Answer in a complete sentence

1. What information is on Daniel's note?

2. Why does Daniel ask Amy to repeat a question?

3. How does Daniel know the clinic address is correct?

4. What makes the phone call successful?

5. What would you write before an important call?

E. Prepare your call

Write your name, phone number, reason for calling, and one question you need to ask.

ANSWER KEY

Review your work

A. Multiple choice

1. a 2. b 3. c 4. a 5. b

B. True or false

1. True 2. False 3. True 4. False 5. True

C. Useful phone phrases

1. help 2. appointment 3. repeat 4. works

D. Suggested answers

1. His name, phone number, date of birth, and reason for calling.
2. Amy speaks quickly and he does not understand.
3. He repeats it and Amy confirms it.
4. He prepares, asks for repetition, speaks clearly, and confirms details.
5. Answers will vary.

KEEP GOING

Practice aloud: I would like to make an appointment. Could you repeat that, please?

ENGLISH MADE CLEAR. PROGRESS MADE REAL.