

ANSWERING PHONE CALLS: PRACTICE SCENARIOS



These are created for the SLP to relay the bullet points in conversation over the phone to the person participating in therapy. Feel free to modify or create others that relate specifically to the person you are working with!

Conversation Topics

Can you grab a few things for me from the grocery store?

- Bread
- Jelly (strawberry preferred, raspberry 2nd choice)
- Avocados
- Canned peaches
- Black beans

Did you hear about the new high school basketball coach?

- His name is Coach Morris
- He just moved here last spring
- He had an 80% win rate with his last team
- He's been coaching for almost 30 years
- His kids are grown, so it's just his wife who moved with him

We went to a wedding last night:

- It was a beautiful outdoor wedding with a tent
- The dinners were plated, and we had the best salmon I've ever had
- All the women ended up taking off their shoes because heels were poking in the ground
- The bride and groom danced to "At Last" by Etta James
- The DJ left around 11pm and so did we

We are looking for someone to re-do our roof:

- We want someone to put a 2nd layer of shingles over what's already there
- We need a company that can get it done in the next month
- We also want the roof done in 1 day
- We want the architectural shingle pattern

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Dates/Numbers

This is your doctor's office and I need to confirm appointment times with you:

- You have a checkup with Dr. Su at 3pm on the 8th
- Your next physical therapy appointment is Thursday at 11
- You have occupational therapy on Friday at 9am
- Speech therapy will see you Monday at 11am
- If you need to reschedule anything, please call 556-1800

There's a used book sale coming up:

- It's at the community center
- Which is 15 minutes away
- Hardcover books are \$1
- All other books are 50 cents
- It starts at 9am on Saturday

I would like to order some batteries:

- I need 20 AA batteries
- A 6-pack of D batteries
- And 24 AAA batteries
- I'd like to pay by credit card
- My credit card number is 9451 0846 9211

Would you like to go to the movies next week?

- If we go before 1pm, the cost will be \$7.50
- The cost goes up to \$8.50 between 1 and 6pm
- If we go after 6pm, the cost will be \$11
- The theatre with multiple options is 20 minutes away
- There's a small theatre with 2 choices only 10 minutes away