

## *“Make a phone call”*

### **Step 1: Rephrase the problem**

The task “Make a phone call” can be rephrased as “Make a phone call to confirm a meeting.” This clarifies the reason behind the action, giving it urgency and purpose.

### **Step 2: What do I need to know to solve the problem?**

To make a phone call efficiently, we need to gather the following information:

1. **Who are you calling?**
  - Is this a personal or professional call?
2. **Why are you calling?**
  - To communicate information, confirm an appointment, discuss a specific topic, etc.
3. **What information do you need to provide during the call?**
  - Is there a message, questions, or details you need to discuss?
4. **Do you need any information from the other person?**
  - Are you confirming details, scheduling something, etc.?
5. **When should you call?**
  - Is the person available at a specific time?
6. **How long will the call take?**
  - Is this a quick call, or does it require a detailed conversation?
7. **Do you need to leave a voicemail if there is no answer?**
8. **What number should you call?**
9. **What tone or approach should you use?**
  - Formal or casual?
10. **Are there any follow-up actions required after the call?**

### **Step 3: Look for the data**

Start gathering the necessary details for the task:

1. **Who:** You are calling your doctor’s office.

2. **Why:** To confirm an appointment scheduled for next week.
3. **What to say:** “I’m calling to confirm my appointment with Dr. Smith on [date] at [time].”
4. **Information to receive:** Confirmation of the appointment and any preparation instructions.
5. **When to call:** During office hours, preferably in the morning.
6. **Expected duration:** Less than 5 minutes.
7. **Voicemail:** Yes, leave a message if no one answers, asking for a callback.
8. **Phone number:** Doctor’s office phone number is saved in contacts.
9. **Tone:** Polite and professional.
10. **Follow-up:** Note the confirmation in your calendar.

#### Step 4: Organize the data

Item	Details
Who are you calling?	Doctor's office
Why are you calling?	To confirm an appointment
Information to provide	Your name, appointment date and time
Information to receive	Appointment confirmation and instructions
When to call	During office hours, in the morning
Expected call duration	Less than 5 minutes
Voicemail message	Yes, if no answer, request callback
Phone number	Saved in contacts
Tone of the call	Polite and professional
Follow-up action	Note confirmation in calendar

#### Step 5: Identify the relationships

1. **Time to call:** Ensure you call during office hours to maximize the chance of speaking to someone.

2. **Information exchange:** You need to provide details like your name and appointment time and receive confirmation or further instructions.
3. **Voicemail:** If the call goes unanswered, leave a clear voicemail with the purpose of your call and request a callback.
4. **Tone:** Use a polite tone because it's a formal call.

## **Step 6: Find a solution**

Here's the step-by-step solution for making the phone call:

1. **Prepare the information:** Ensure you know the appointment date and time and have any questions ready.
2. **Check the time:** Make sure it's within the office's working hours.
3. **Dial the number:** Call the doctor's office.
4. **State your purpose clearly:** When someone answers, say, "Hello, this is [your name]. I'm calling to confirm my appointment with Dr. Smith on [date] at [time]. Can you please confirm this and let me know if there are any preparations I need to make?"
5. **Listen for confirmation:** Wait for the receptionist to confirm the details or provide instructions.
6. **If no answer, leave a voicemail:** "Hello, this is [your name], I'm calling to confirm my appointment with Dr. Smith on [date] at [time]. Please give me a call back at [your phone number] to confirm. Thank you."
7. **Record the details:** Once confirmed, note the appointment time in your calendar along with any additional instructions.