**Communication Styles Group 3**

**Setting: The Jones couple brought their cat to vet’s office to cure the disease**

**Roles:**

1. **Jiaqi Wang – Thoughtful/Analytical, Goal Setting/Focused**
2. **Vagisha Deo – Friendly/Unassuming**
3. **Madhurima Chatterjee – Shy/Reserved**
4. **Taizhou Qing – Outspoken/Direct**
5. **Sourav Roy – Positive/Learning**

-----------------------------------------------Reception------------------------------------------------

**Vagisha**: Hi Madhurima! How are you doing? We have an appointment with doctor wang for our cat.

**Madhurima**: Good Morning. I’m doing well. May I know what’s the issue?

**Roy**: Our cat isn’t eating well. We are worried and want to get to the bottom of it.

**Madhurima**: Okay. Have a seat.

[Secretary enters the doctor’s chamber]

---------------------------------------------Doctor’s chamber------------------------------------------

**Jiaqi**: What's the update on morning's appointment?

**Madhurima**: The Deo’s have an appointment this morning for their cat.

**Jiaqi**: Did they mention what’s the issue?

**Madhurima**: loss of appetite.

**Jiaqi**: Okay. Send them in and call nurse Taizhou too.

**Madhurima**: okay doctor

[Mr. Jones enters] **Roy**: Hello doctor! This is our cat, Mandy. I don't know why it keeps poking its mouth with its paws, shaking its head, and is reluctant to eat. She has been acting weird for the last 2 days. We want to understand the problem and solve it as soon as possible.

**Jiaqi**: Don’t worry. Let me look. Oh, looks like it has swallowed some foreign matter. But I can't be sure. This requires further detailed examination before any conclusion can be drawn. Alright. Qing, take it for a check first.

**Taizhou**: got it!

[15min after] **Taizhou**: Doctor Wang, based on X-ray results, the cat has swallowed a lot of hairy matters and its blood report is normal. Owners nowadays adopt a pet but have no idea how to handle them.

**Jiaqi**: Okay. Let’s notify the couple.

---------------------------------------------Doctor’s chamber------------------------------------------

[meeting room] **Jiaqi**: Mandy is fine according to the blood test. So we can firstly rule out the risk of food poisoning. And we found some hairy matters in its stomach. So, I believe , the cat got ill due to eating its hair by mistake.

**Vagisha**: Oh, poor little girl Thank you for your timely diagnosis. Is it serious? We hope she can return to being normal as soon as possible.

**Taizhou**: Honestly, it swallowed so much hair that it could cause suffocation. It might even die. You should learn how to take care of a pet. They demand a lot of attention.

**Roy**: What? Are you serious? what kind of treatment does she require? Look Doctor, we believe in your expertise We believe in your medical skills and we will do whatever is required.

**Jiaqi**: Don’t worry. It just needs a minor surgery and three days of post operative observation. Then, she will be totally fine.

**Vagisha**: We couldn't thank you more, doctor. Mandy is really an important member of our family. We are looking up to you to save her.

**Jiaqi**: Don’t worry. She is in good hands

**Taizhou**: And please make sure you become a bit more responsible.

--------------------------------------------Reception---------------------------------------------------------

**Roy**: Hey! Doctor Wang has suggested us an operation. We want to book an appointment for that. Also, do you have any reading materials for such an issue and it’s diagnosis?

**Madhurima**: I will make an appointment for you on 5th feb. Also here are some of the reading materials.

**Vagisha**: Thank you for all your help. You are a blessing. God bless you.

-------------------------------------------End------------------------------------------------------------------