

**Lesson #1 Practice Activity: THE FIRST PHONE CONTACT (*El Primer Contacto Telefónico*)**

Directions: Fill in the blanks in Spanish by pretending that you are the therapist responding to the client over the telephone. Instructions on how to respond are given in parentheses.

*Terapeuta:* Hello. May I help you? (The therapist answers the phone in English, without knowing the caller is Spanish-speaking).

*Cliente:* ¿Habla usted español?

*Terapeuta:* \_\_\_\_\_  
(Tell the client that you do speak Spanish).

*Cliente:* Quisiera terapia.

*Terapeuta:* \_\_\_\_\_  
(Ask him/her who the therapy is for).

*Cliente:* Para mi niño.

*Terapeuta:* \_\_\_\_\_  
(Ask parent why he or she wants to bring child to therapy).

*Cliente:* Se enoja mucho y se pega.

*Terapeuta:* \_\_\_\_\_  
\_\_\_\_\_  
(Tell the client you are able to see his/her child and the need to make an appointment. Ask him/her when he/she can come in and ask for his/her contact information).

*Cliente:* Este martes a las 10 de la mañana.

*Terapeuta:* \_\_\_\_\_  
\_\_\_\_\_  
(Indicate that this time works for you. Tell the client to call you in case he/she is unable to make it and end the conversation with a reminder of the appointment).