

GENERAL ENGLISH

Lesson 5 – MAKING APPOINTMENTS



Lesson 5 – Making Appointments

Introduction

Business people meet with clients, suppliers, owners, managers and others on a regular basis. Making an appointment can be complicated if two people are very busy. How do you find a time that is convenient for both of you? Arranging those meeting times is the target language for this lesson.



Lesson 5 – Making Appointments

Useful Expressions

Politely asking for a meeting

- If possible, I would like to come by and see you [tomorrow]?
- I was wondering if we could get together [on Tuesday]?
- Do you think we could get together [next week]?
- Do you mind if we get together [sometime]?
- Could I visit you [later today]?
- Could I meet with you about this?
- Can we get together and talk about this?
- Is there a good time for us to get together [on Monday]?

Activity 1. Replace the words in the brackets with other time expressions.

Lesson 5 – Making Appointments

Useful Expressions

Suggesting a time and date:

Could we meet at _____ on _____ the _____ of _____?

Could we meet at 10AM on Monday the 3rd of July?

Could we ...

Can we ...

Is it possible to ...

I'd like to see you at [time and date] ...

Would [time and date] be good for you?

*****on** – day

the – date **of** – month

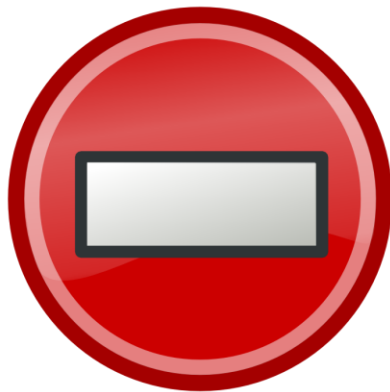


Lesson 5 – Making Appointments

Useful Expressions

Rejecting a time and date:

- *I'm sorry, I've got another meeting then.*
- *I'm afraid I can't, I'm out of town that day.*
- *I wish I could, but ...*
- *[Date/time] is not good for me, I'm sorry.*



Suggesting an alternative time and date:

- *How about [next Friday], instead?*
- *Maybe [11:00 a.m.], instead?*
- *How about ...*
- *Could you do it at ...*

Lesson 5 – Making Appointments

Useful Expressions

Agreeing to a time and date:

- That's fine. I'll see you then.
- That sounds fine/good/great/super to me.
- Yes, lets try that.
- Perfect, let's do it then.
- Perfect, let's do that.



Lesson 5 – Making Appointments

Useful Expressions



You can cancel an appointment as follows :

- Unfortunately, due to some unforeseen business, I will be unable to keep our appointment for tomorrow afternoon.
- Would it be possible to arrange another time later in the week?
- I'm afraid that I have to cancel our meeting on [Wednesday,] as something unexpected has come up.
- You know we were going to meet [next Friday]? Well, I'm very sorry, but something urgent has come up.
- I'm afraid that I'm not going to be able to meet you after all. Can we fix another time?

Lesson 9 – Expressing Opinions

Dialogue

A: Hello, Mr. Zain? This is Henry Chu over at Hitachi.

B: Hello Henry, what can I do for you?

A: I was wondering if we could get together on Tuesday to talk about the *specs** on the relays you ordered.

B: Tuesday sounds fine to me, what time is good for you?

A: How about 2 p.m.?

B: I'm sorry, I've got to meet with Mr. al Ghazi then, but any other time is fine.

A: Can we try 3 p.m. then?

B: That's perfect, see you then.

A: Thank you Mr. Zain, I'll see you Tuesday then, at 3 p.m.**

* *specs* are short for *specifications* – or details

** repeat the time to confirm agreement -this is *not always done*

Lesson 9 – Expressing Opinions

Exercise

Activity II. Practice the dialog with the people in the table below. Use the full dialog from slide number 8.

person	Anna Shope	Michael Greg	Thomas Chen	Mohammed al Faisal
company	Sumatra Sprocket	Rio Conveyor Systems	Software Advisors, Inc.	Panama Banking Trust
calling	Victor Lee	Jimmy Gale	Yun-Ja Yee	Roberto Soto
reason for appointment	production problems with your order	show you some new more-efficient conveyors	demonstrate the latest in project management software	restructuring the trust for your children
first suggested date and time	Tuesday at 5 p.m.	the 12th at 11 a.m.	next Monday at 2 p.m.	tomorrow at 6:30 p.m.
agreed date and time	6 p.m.	the 14th at noon	Tuesday at 2 p.m.	5:30 p.m.

Lesson 9 – Expressing Opinions

Useful Tips

Tip # 1

You're not going to understand everything that a native speaker says to you at all times. But don't worry and don't be afraid to tell them that you haven't understood. The most important thing is that you make your appointment.

Tip # 2

Write down everything you want to say in English before making your appointment so you won't have to worry about forgetting anything.



Next Lesson:

DESCRIBING PRODUCTS AND SERVICES

The End