

Course: Business English

Level 2

Day №15

Unit 8 Appointments



Talking point

- ❖ How often do you make appointments?
- ❖ How do you do it? Through phone or email?
- ❖ How do you keep track of your appointments?

Language focus

Jenny Young is calling Zaini Lukman to make a business appointment. They have only met once before. Look at the pictures and circle the words or phrases in the box Jenny and Zaini might use.



See you then
schedule
Hi!
busy
I can cancel

See you later
date
tied up
I'm free
dinner

See ya!
I'm out all day
I have another appointment
watch a movie
meet my family



MONDAY 6

am

pm

THURSDAY 9

am visit P*J 11:00

Mr. J. Porta (GET MAP!)

pm

TUESDAY 7

am

pm AGM

FRIDAY 10

am factory tour for bad girl cosmetics 9:30

pm 3:00 Playing golf with Will

SUNDAY 12

am

pm

WEDNESDAY 8

am AGM

pm

SATURDAY 11

am

pm

Language Activity

Which of these sentences have similar meanings? Put them into groups.

1. John Chen speaking.
2. He's not available right now.
3. Can I give him a message?
4. Could we meet this week?
5. Can I leave a message?
6. Would it be possible for me to visit your office this week?
7. I'm afraid he's out of the office at the moment.
8. This is John Chen.
9. Would you like to leave a message?
10. Can I take a message?
11. Can I come around this week?
12. Could you take a message?

1,	2,	3,	4,	5,
----	----	----	----	----

Communication activity

Role play the following situations.

Situation 1

Student

Call Rita Williams at Sampson Construction. You want to make an appointment to meet her to show her your new construction safety clothing.

Teacher

You work for Sampson Construction. At the moment everyone is out of the office. Take the message.

Situation 2

Student

Rita Williams calls you back. Make an appointment to meet.

Teacher

You are Rita Williams. Call Student back and make an appointment.



- ❖ What time do you often schedule your appointments?
- ❖ Which day and time do you prefer to have appointments?
- ❖ How many appointments do you schedule per week?

Reading Activity

VOICE: Good afternoon, Tufpak.

JENNY: Hello, I'm calling from BK Plastics. Can I speak to Zaini Lukman please?

VOICE: Just a moment please...

ZAINI: Hello. Zaini Lukman speaking.

JENNY: Hi Zaini. It's Jenny Young.

ZAINI: Hi Jenny. How are you?

JENNY: Good. And you?

ZAINI: Fine.

JENNY: Listen. We have new products that I think you might be interested in.

ZAINI: OK.

JENNY: Uh... can I come by this week? I'd like to show you what we've got.

ZAINI: Sure, Jenny. I'm kind of busy but...well...let me look at my schedule...OK.

JENNY: I'm free tomorrow all day.

ZAINI: Sorry, Jenny. I'm out all day Tuesday and Wednesday... I'm free on Thursday and Friday afternoons...

JENNY: Hmmm. I'm busy on Thursday. Friday... I have plans, but...I guess I can cancel them. Friday afternoon. Is 2 o'clock OK?

ZAINI: 2 o'clock is fine.

JENNY: Great. OK...well, I'll see you on Friday then.

ZAINI: Thanks Jenny. See you then.

JENNY: Bye.

ZAINI: Bye.

Vocabulary Activity

Complete these sentences with words from the box.

visit help meet come about see them could have tied made can

1. Tekton Industries. Janet See speaking. Can I _____ you?
2. Can we _____ tomorrow morning?
3. _____ we meet next Thursday at 3:00?
4. How _____ Friday then?
5. I can't _____ it on Friday.
6. I'm busy _____.
7. I'm _____ up until 5:00.
8. I _____ to go to a meeting.
9. I have to _____ our head office.
10. Hi Janet. This is Ray MaNabb from Milford's. I've got the new software I was telling you about. Can I _____ over and show it to you?
11. Sure. When _____ we meet?
12. OK. So I'll _____ you on Thursday at 5:00. See you then.

Communication activity

You are a sales person for Fizco, a company which supplies soft drinks dispensers for hotel and restaurant bars. Call your teacher who is the Food and Beverage Manager at the Sunrise Hotel.

Try to make an appointment to show your new improved drinks dispenser. Here is your schedule.

Mon 13: weekly sales meeting

Tue 14: 10:00 visit Ms. Judd at Pizza
Palace conference (all day)

Wed 15: 4:00 travel to conference site

Thu 16: annual sales conference (all day)

Fri 17: annual sales

Sat 18:

Sun 19:



***Thank you for
today!***

***I'm looking forward to
seeing you again!***