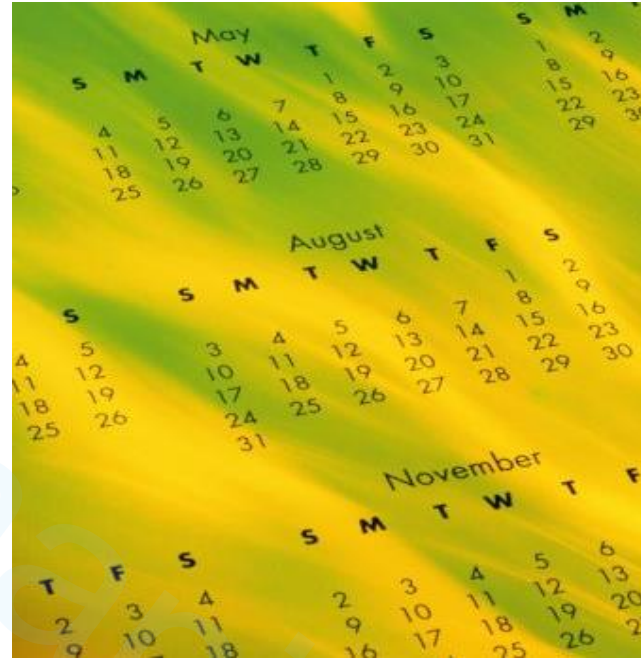


Course: Business English

Level 2

Day №16



What are some reasons why people change their appointments?

Do you often postpone or change your appointment?

How often do you cancel your appointment?

Reading Activity

RECEPTIONIST: Good morning. Mullins.

JAN: Hello. This is Jan Mueller of Deutsche Telecom. Is Mr. Cho in the office?

RECEPTIONIST: Just a moment Ms. Mueller. I'll check....Ms. Mueller?

JAN: Yes?

RECEPTIONIST: I'll put you through.

JAN: Thanks.

FRANK: Hello, Ms. Mueller. How are you?

JAN: Fine. Thank you...but...uh...I'm afraid my flight has been delayed. I'm sorry, but I'm not going to make it to Seoul in time for our appointment.

FRANK: Oh dear. How long is the delay?

JAN: They say 2 hours, but most of the flights are delayed. I have a feeling it may be longer than that.

FRANK: Oh, that's a shame. Well, shall we reschedule our appointment for the same time tomorrow afternoon?

JAN: Hmm. I'm afraid I've made another appointment for then. I'm sure you're very busy, but do you have time to meet me in the morning?

FRANK: Sure. I'm free after 10. Is 10:30 OK?

JAN: That's great. Thank you very much Mr. Cho.

FRANK: No problem.

JAN: Well...I'll look forward to seeing you tomorrow at 10:30 then.

FRANK: OK...And I hope your flight isn't delayed too long.

JAN: Me too! Thank you.

FRANK: Bye.

JAN: Bye.



Questions:

1. Look at the pictures. Jan Mueller has an appointment with Frank Cho this afternoon in Seoul. What did they talk about?



2. Decide if these statements are true (T) or false (F).

- a. They cancelled the appointment.
- b. They rescheduled the appointment.
- c. They'll meet tomorrow afternoon.
- d. They'll meet tomorrow morning.

Language focus

- a. Look at the problem, excuses and suggestions from the dialogue. Then complete the other excuses and suggestions, using the words and phrases from the box.

I'm sorry, I'm I'm going to be I'll be I'm afraid I'm until put back

Problem	Excuse	Suggestion
Flight delayed	<p>I'm afraid my flight has been delayed.</p> <p>I'm sorry, but I'm not going to make it to Seoul in time for our appointment.</p>	Do you have time to meet me in the morning?
<p>taxi stuck in traffic</p> <p>lost</p>	<p>_____ stuck in traffic.</p> <p>_____ late.</p> <p>_____ lost.</p> <p>_____ a little late.</p>	<p>Can we _____ our appointment an hour?</p> <p>Can you hold on _____ I get there?</p>

- b. How many other problems can you think of that could delay a meeting? What excuse would you give? What would you suggest?

Communication activity

Situation 1

You have an appointment with your teacher. Your flight to Seoul has been delayed. Call your teacher apologize and try to reschedule the appointment.

Check your schedule on the right side.

Situation 2

Your teacher will call you. Try to solve any problems and reschedule your appointment if necessary.

Check your schedule on the right side.

Wednesday 23
am- 10:05 – fly to
Seoul JAL202
pm- 2:00- meet
Student A

Thursday 24
am-
pm- 3:50- Fly to
Tokyo,JAL209



Mon 19

9:00 report to boss

11:00

1:00 meet Student A at 2:00 in office

3:00

5:00

5:30 sales meeting

7:00



Is punctuality important in your culture?

How is it defined? How late is late?

How are non-punctual people perceived?

Culture focus

a. On the next page is part of a newspaper article about punctuality (being on time). Before you read the article, read the questions.

1. According to the article, do Asian and Westerners have a different opinion about punctuality?

2. According to the article, how do Asians think of time?

3. What does the author think managers should do about punctuality problems?



Time to stop excuses for lateness

BY HARI BEDI

There are some people in every office who are often late for work. How should a manager deal with the problem if his employees come from a variety of cultures, each with a different concept of time? Should he be patient or should he take action?

Experts tell us that Westerners and Asians approach time differently. Asians try to avoid being slaves to time. Westerners live with tight schedules and deadlines.



It might seem that a manager may have to be more tolerant about punctuality with some cultural groups than others. It

might be OK to be consistently late because of a traffic jam or a parking problem in Asia, while in the West a person who used such excuses would be considered unreliable.

Generally, only a small number of employees are frequently late. A manager should try to break their bad habits by helping and advising them.

Do you agree or disagree with the article? How important is punctuality in your country/business?

Let's Practice...

Here's the scenario:

One of your subordinates was late during an important meeting. You wanted to teach him a lesson because you noticed his habitual tardiness.

Your tasks:

1. Ask him why he was late.
2. Enumerate the importance of being punctual
3. Teach him a lesson for being late (give a consequence)
4. Provide tips on how to be punctual.



***Thank you for
today!***

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