Changing an Appointment



ZEnglish

This week...

Jack is calling Mark to rearrange a meeting. They are trying to find a time they are both free in their busy schedules.

Lesson Objectives...

- Rearranging times
- Talking about schedules

Business English Conversation

Advanced Class

Changing an Appointment

Warm Up – Topic Question





Do you sometimes have to speak English on the phone at work?

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Picture Description





What is she writing down?

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Phone Calls 3





Jack	Afternoon, Mark. This is Jack from the IT department. Sorry to bother you at such short notice.		
Mark	It's fine, Jack. Weren't we supposed to be meeting in a few minutes?		
Jack	That's why I'm calling. I've been called away to deal with an urgent situation in one of our branches and I won't be back for a few days.		
Mark	I understand. Do you want to re-schedule the meeting to next week?		
Jack	If you don't mind, that would be great. I'll probably be busy on Monday and Tuesday. Does Wednesday afternoon work for you?		
Mark	I'll be tied up all day on Wednesday, but should be free to meet on Thursday morning.		
Jack	That works for me. I'll mark that on my calendar. Once again, my apologies.		
Mark	No problem. See you on Thursday.		
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Sentence Building



I've been called away

to help solve an issue in another department.

- 1. Weren't we supposed to?
- 2. I've been called away to
- 3. Do you want to re-schedule the meeting to?
- 4. If you don't mind,

Role Play – Changing an Appointment



Student A makes a phone call to let Student B know that he/she won't be able to make it to their scheduled appointment. They discuss rescheduling it.



Student A: Tell Student B you need to change your appointment. Student B: Find out why Student A can't make it and try to find a new date and time that works for both of you.

Key Phrases

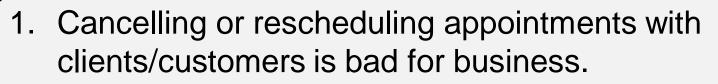
- I need to reschedule our appointment.
- I can't make it because
- I'm sorry to do this at short notice.
- Are you free on?
- Thanks for letting me know.
- How come you can't make it?
- That works for me.
- How about next week on?
- Other

Reasons

- problems in the office
- double-booked
- family issue
- last minute business trip
- transport problems
- time constraints
- other





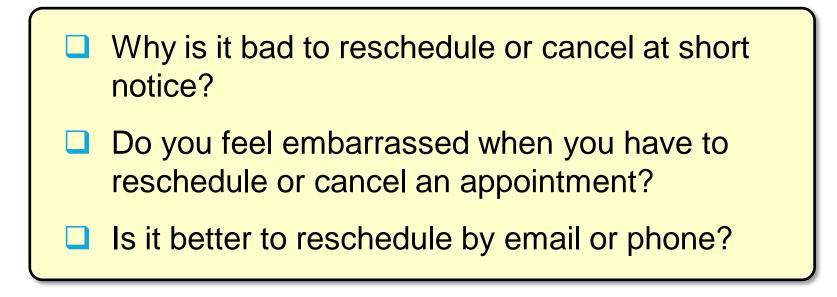


- 2. We should always apologise when rescheduling.
- 3. You should always reschedule meetings yourself, rather than having a secretary or colleague do it.

Agree or Disagree







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Word Index



afternoon	-	I can fit you in this afternoon.
appointment	-	Are we still on for our appointment?
calendar	-	I'll pencil that in on my <mark>calendar</mark> .
double-booked	- k	I'm afraid I double-booked our meeting.
issue	-	There's an issue at work I need to deal with.
meeting	-	Let's move the meeting to Tuesday instead.
reschedule	-	Reschedule the appointment if you need to.
urgent	-	I've got urgent business out of town.

Next Week





New Competitor

Most businesses have to compete with rival companies in their industry. When a new competitor enters the market it can challenge the status quo and force established companies to rethink their strategy. Next week, we'll take a look at reacting to and dealing with a new competitor.