

Changing an Appointment



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

Warm Up – Topic Question



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

Picture Description

Who is he talking to?



B



A



What is she writing down?

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.

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*

Agree or Disagree



1. Cancelling or rescheduling appointments with clients/customers is bad for business.
2. We should always apologise when rescheduling.
3. You should always reschedule meetings yourself, rather than having a secretary or colleague do it.

- Why is it bad to reschedule or cancel at short notice?
- Do you feel embarrassed when you have to reschedule or cancel an appointment?
- Is it better to reschedule by email or phone?

- afternoon - *I can fit you in this **afternoon**.*
- appointment - *Are we still on for our **appointment**?*
- calendar - *I'll pencil that in on my **calendar**.*
- double-booked - *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.*



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.