

# 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**

**Basic Class**

## Warm Up – Topic Question



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

# Picture Description

Who is he talking to?



A



What is she writing down?

B



\*Create a short story using the following format

1. Who
2. Where
3. When
4. What's happening?

\*Create simple sentences using the vocabulary

1. meeting
2. urgent
3. reschedule
4. afternoon

Let's **reschedule** the meeting for this **afternoon**.



1. **Aren't we meeting** in the conference room in a few minutes?
2. **Do you want to reschedule** the meeting to tomorrow morning?
3. **If you don't mind**, I need to cancel the appointment.
4. **How about** we meet on Monday **around** 4 pm?

- Words
- Phrases

<b>Jack</b>	Good afternoon, Mark. This is Jack from the IT department.
<b>Mark</b>	Hi, Jack. <b>Aren't we</b> having a <b>meeting in a few minutes</b> ?
<b>Jack</b>	That's why I'm calling. I have to go out of the office for a few days on <b>urgent</b> business.
<b>Mark</b>	I understand. <b>Do you want to reschedule the meeting to</b> next week?
<b>Jack</b>	<b>If you don't mind</b> , that would be great.
<b>Mark</b>	<b>How about</b> Thursday <b>afternoon around</b> 3 pm?
<b>Jack</b>	That works for me. I'll mark that on my calendar. Once again, my apologies.
<b>Mark</b>	No problem. See you on Thursday.

1. Aren't we ..... in a few minutes?
2. Do you want to reschedule the meeting to .....?
3. If you don't mind, .....
4. How about ..... around .....?

# Responses - Prepositions

\*please select the most appropriate response for each item below:

1. A: Can I reschedule our meeting?  
B: When would you prefer .... have it?

for / of / to

2. A: Did he have a reason ....  
cancelling the appointment?  
B: He didn't give me one.

about / for / to

3. A: Are you still OK to come to the  
meeting later?  
B: Ah, I need to talk to you .... that.

at / about / with

4. A: Can I move our lunch meeting  
.... Friday?  
B: That's not a problem.

to / in / at

5. A: Are we still on .... our  
appointment?  
B: Actually, I can't make it, sorry.

for / to / about

6. A: I won't be .... time for our  
meeting, I'm afraid.  
B: I'll see you when you get here.

about / on / with



# 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:** Hi, (name). Do you have a moment?

**Student B:** Hi, (name). What's up?

\* Continue the conversation using the **Key Phrases** and **Reasons** from below.

## Key Phrases

- I need to reschedule our appointment.
- I can't make it because ....
- 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
- family issue
- last minute business trip
- transport problems
- deal with an urgent issue
- *other*

- Do you feel embarrassed when you have to reschedule or cancel an appointment?
- Is it better to reschedule by email or phone?

- afternoon - *Let's meet this **afternoon** at 3 pm.*
- appointment - *What time is our **appointment** tomorrow?*
- calendar - *I'll pencil that in on my **calendar**.*
- issue - *There's an **issue** at work I need to deal with.*
- meeting - *Let's have the **meeting** on Tuesday instead.*
- reschedule - *I need to **reschedule** the presentation.*
- 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.