

# 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**

**Super 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



B



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



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.

### 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*



Talk about one of the following topics for one minute:

1. Cancelling or rescheduling appointments with clients/customers is bad for business.
2. Apologising when you need to reschedule.
3. Speaking on the phone in English.

\*Other students in the class, ask one question each to the presenter after the speech

- 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?

Sorry to **be a pain**, but I have to cancel the meeting for this afternoon.



**make an appointment (with someone)** – to schedule a meeting with someone

- I've **made an appointment with** their CFO.

**double book** – inadvertently schedule two things at the same time

- I'm afraid I **double-booked** our meeting with another meeting.

**be a pain** – to be annoying or cause an inconvenience

- Sorry to **be a pain**, but I need to reschedule our meeting.