

Fixing an appointment

VOCABULARY

around
 busy
 contract
 early
 exactly
 e-commerce
 free
 just after
 later
 search engine
 ... speaking
 website

5.1 Arranging to meet
on Friday, at 9:30
this week, next week
5.2 Speaking to reception
Could I speak to someone in Sales?
I'd like to speak to ...
Who's calling, please?

5.3 Fixing an appointment
Could we meet sometime next week?
How about Tuesday afternoon?
I'm sorry, I'm busy all day.
Yes, that would be fine.

5.4 Numbers - ordinal numbers; dates
1st, 2nd, 3rd ...
Dates, months, years
5.5 Telephoning
Speaking practice
5.6 Culture file
The right time

MODULE 5.1

SPEAKING

LISTENING

Arranging to meet

Look at the photo. Describe the situation.

- 1 29 Kate Wilson works for Internetwork Solutions. She talks to three people. When will they meet?

Conversation 1

Day:	_____
Time:	_____
Meeting:	Lindsey Martinez to discuss e-commerce

Conversation 2

Day:	_____
Time:	_____
Meeting:	with Yuji Hirota to discuss website design

Conversation 3

Day:	_____
Time:	_____
Meeting:	with John Freeman to discuss search engine

- 2 Work with a partner. Take turns asking about Kate Wilson's schedule.
- A** What's she doing on Thursday at 10:00?
B She's meeting Lindsey Martinez.
A When is she meeting Mr. Hirota?

MODULE 5.2

Speaking to reception

LISTENING

- 1 Who would say these things? Write R for Reception, or C for the Caller.

Is it possible to speak to...? _____
 I'm with KDD. _____
 I'm connecting you now. _____
 Who's calling, please? _____
 My name's Jun Kato. _____
 I'd like to speak to ... _____
 Thank you for waiting. _____
 I'm sorry, she's not at her desk. _____
 Can you hold? _____



- 2 **30** Listen and complete the conversation. Then practice in groups of three.

A Good afternoon, Securitech. How may I _____¹?

B Could I _____² to _____³ in the accounts department, please?

A _____⁴. I'll put you _____⁵.

C Amy Huang _____⁶.

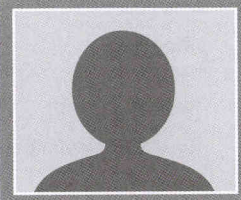
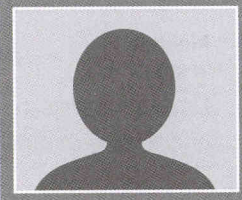

B Good afternoon, Ms. Huang. My name is Ken Baker. I'm with a _____⁷ called Eco Clean.

C Hello. What can I do for you, Mr. Baker?

- 3 Practice again, using some of the phrases from Exercise 1.

SPEAKING

Work in a new group of three. Call the people below, using your own names and company names. Use some of the phrases from Exercise 1.

		
<p>Mike Foster</p>	<p>Clare Brown</p>	<p>Grace Yoon</p>
<p>Finance Department ANZ Bank</p>	<p>Advertising Citigroup</p>	<p>Sales Nike</p>

MODULE 5.3

Fixing an appointment

LISTENING

- 1 **31** Ken Watanabe makes some appointments with his colleagues. Listen and circle the correct answers on the chart.

	Purpose	Day	Time
Conversation 1	to discuss the new project	Tues	9:30
	to look at the new catalogue	Wed	10:00
	to look at the budget plan	Thurs	10:30
Conversation 2	to do a staff review	Tues	9:30
	to go over the contract	Wed	10:00
	to talk through the sales figures	Thurs	10:30

- 2 **31** Listen again. What did they say? Listen and check (✓) the correct box.

	Conversation 1	Conversation 2
Could we meet sometime next week?	<input type="checkbox"/>	<input type="checkbox"/>
How about Tuesday afternoon?	<input type="checkbox"/>	<input type="checkbox"/>
I'm busy in the afternoon.	<input type="checkbox"/>	<input type="checkbox"/>
I'm sorry, I'm busy all day.	<input type="checkbox"/>	<input type="checkbox"/>
I'm free in the morning.	<input type="checkbox"/>	<input type="checkbox"/>
Yes, that would be fine.	<input type="checkbox"/>	<input type="checkbox"/>

SPEAKING

Student B: Turn to page 81.

Student A: Look at the schedule below. Practice two telephone calls with Student B, who works in your office:

- a Call Student B. You want to have a meeting about the sales figures. Start like this:

Hello. It's (your name). Could we meet...?

- b Answer Student B's call. Find a time to meet.

Useful language:

How about ... ? When would be convenient for you?

September			
Monday	10:00 Mr. Tan	12:30 Lunch with Jack Gabel	15
Tuesday	10:00-11:30 Sales meeting	3:30 Ms. Kim	16
Wednesday		3:30 Publicity meeting	17
Thursday	9:00-4:30 Training course		18
Friday		3:00 Design meeting with Kazumi	19
Saturday			20
Sunday			21

WRITING

Complete the questions and then write in the answers.

- 1 What is the (1st) first month of the year? January
- 2 What is the (2nd) _____ month of the year? _____
- 3 What is the (3rd) _____ month of the year? _____
- 4 What is the (4th) _____ month of the year? _____
- 5 What is the (5th) _____ month of the year? _____
- 6 What is the (6th) _____ month of the year? _____
- 7 What is the (7th) _____ month of the year? _____
- 8 What is the (8th) _____ month of the year? _____
- 9 What is the (9th) _____ month of the year? _____
- 10 What is the (10th) _____ month of the year? _____
- 11 What is the (11th) _____ month of the year? _____
- 12 What is the (12th) _____ month of the year? _____

LISTENING

- 1** • **32** Say these dates. Then listen and check your answers.

January 1st April 15th July 22nd October 29th
February 12th May 3rd September 17th December 25th

- 2** • **33** Say these years. Then listen and check your answers.

1903 1915 1977 1994 2002 2010 2015 2019

Dates can be written using words: *March 28th 1998.*
 or numbers: *3/28/98.*

You can say them like this:

March twenty-eighth, nineteen ninety-eight.

- 3** • **34** Listen and write the dates you hear using words.

a _____ c _____
 b _____ d _____

- 4** • **35** Listen and write the dates you hear using numbers.

a _____ c _____
 b _____ d _____

- 5** Work with a partner. Write three dates which are important to you. Dictate them to your partner. Then say why they are important. Useful phrases:

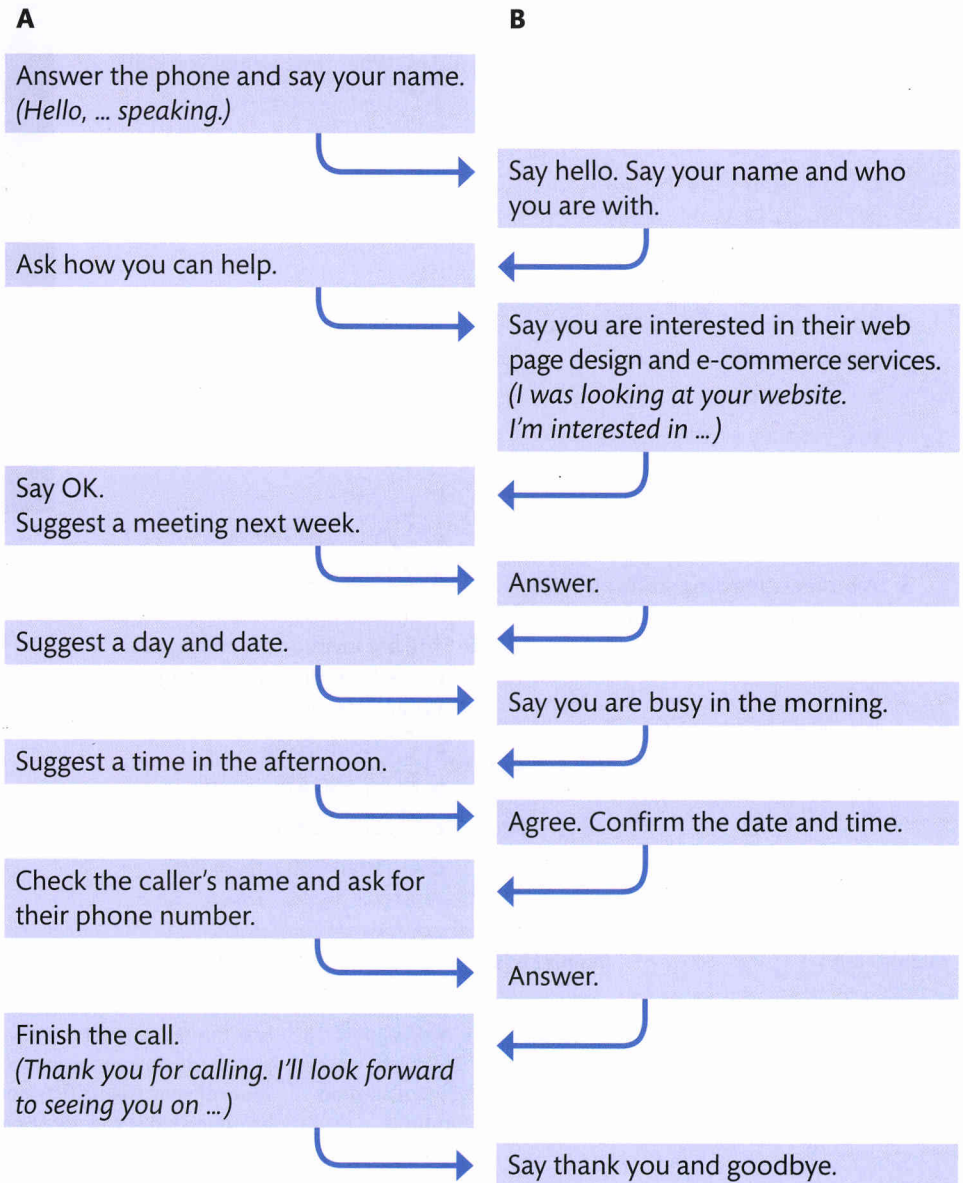
This date is important to me because ...
January 14th 1986 is when ... I got married / my son was born /
I went overseas the first time / I started working for this company ...
This is when ...

MODULE 5.5

Telephoning

SPEAKING

- 1 Work with a partner. Student A is a web designer with an IT company. Student B is a customer. Use a diary or calendar to arrange a date for a meeting. Use the chart below to practice the telephone conversation.



- 2 Complete the message pad below:

Date:
Time:
Meeting:
Contact number:

- 3 Change roles and practice again. This time use different information:

Change the day / time / your company name.

Change the reason for calling.

READING

1 What would you do in these situations? Check (✓) your answers.

1 You have an appointment at a client's office at 11:00 a.m. What time would you arrive?

- a 15–20 minutes early
- b just before 11
- c around 11:15
- d after 11:30

2 A client asks you to phone her at 3:00 p.m. at her office. What time would you call?

- a around 2:45
- b exactly at 3:00
- c just after 3:00
- d whenever you had time

3 A business meeting starts at 10:00 a.m. What time would you arrive?

- a 9:45a.m.
- b just before 10:00
- c at about 10:15
- d anytime after 10:15

4 A client asks you to call him at his home, but not later than 11:00 p.m. What time would you call?

- a before 6:00p.m.
- b between 6:00 and 10:30p.m.
- c after 11:00
- d anytime you remember

5 You arrange to meet a client at a hotel bar at 7:30 p.m. He doesn't arrive. You call his office, but there is no reply. What time would you leave?

- a 8:00
- b 8:30
- c 9:00 or 10:00
- d at closing time

6 You are invited to a colleague's home for dinner at 6:30 p.m. What time would you arrive?

- a around 6:15
- b at 6:30 p.m. exactly
- c around 6:45 p.m.
- d from 7:00 p.m. or later



7 When would you leave?

- a right after dinner
- b before 10:00 p.m.
- c before 11:00 p.m.
- d when the hosts go to bed

Now look at your answers. Are they mainly **as**, **bs**, **cs**, or **ds**? Read about your score below:

Mainly (a)s

Punctuality is very important to you, but make sure that you don't upset people by arriving too early!

Mainly (b)s

It's important to you to be punctual, which makes good business sense. Try not to worry if other people are not as good as you at being on time!

Mainly (c)s

Sometimes we can't help being late, but do be careful with your business appointments: some of your clients may not be impressed if you are always late for their meetings!

Mainly (d)s

Do you have a watch? Do you use it? Your attitude to punctuality will upset some people: not everyone is as relaxed as you when it comes to being on time!

2 Compare your answers with a partner.

SPEAKING

Work in small groups. Do you know any people / cultures with different ideas about timekeeping? Give examples of places you have been to. You can use phrases like these:

In my country, we usually ...

In the USA / South America / southern Europe / China I think they ...

When I was in Hong Kong, they ...

I think it's important / it's not important to be on time because ...