

Changing an Appointment

1 Conversation Read, and fill in the spaces.

Scene: Pam and Bob work in different departments of ABC Incorporated. Bob needs to change an appointment he has made for a meeting with Pam.



Pam: Pam Robertson

Bob: Hello Pam - it's Bob again. something has come up, and I to the meeting on Friday.

Pam: OK. Well, how about next Friday? I'm a presentation the morning, but I'm free in the afternoon.

Bob: Let's see. Sorry, that's no good. I'm an area meeting all day. Is next Monday afternoon at 3.30 possible?

Pam: Let me check. Yes,

Bob: Good. So I'll see you on Monday, then. Good-bye.

Pam: Good-bye.

- can't make it
- that will be fine
- speaking
- I'm afraid
- having
- giving

2 Conversation Flow. Fill in the blanks using phrases from the conversation.

Situation	Language Used
Explaining the problem	<ul style="list-style-type: none"> • I'm afraid • I can't
Suggesting another time	<ul style="list-style-type: none"> • •
Rejecting a suggestion	<ul style="list-style-type: none"> •
Agreeing to a time	<ul style="list-style-type: none"> •
Confirming appointment	<ul style="list-style-type: none"> •

3 Speaking Practice #1

A) Before you begin: Think of four reasons why you cannot go to a meeting.

1)	_____
2)	_____
3)	_____
4)	_____

B) Practise the conversation below with a partner.

A: speaking.

B: Hello - it's again. I'm afraid something has come up, and I can't make it to on Friday.

A: Ok. Well, how about? I'm in the morning, but I'm free in the afternoon.

B: Let's see... Sorry, that's no good. I'm all day. Is possible?

A: Let me check... Yes, that will be fine.

B: Good. So see you then. Good-bye.

A: Good-bye.

4 Speaking Practice #2

Practise changing appointments on the phone with a new partner. Don't look at the conversation above.

Changing an Appointment: Teaching Notes

Target Structure:	Present Continuous (Progressive)
Vocabulary:	Business and Telephone
Level:	Elementary / Lower-Intermediate
Time:	30 minutes
Preparation:	None

Suggested Teaching Method

This worksheet can be used on its own, or as a follow-up to *'Making an Appointment'*. This handout teaches basic phrases used in business telephone English. It also provides additional practice of the Present Continuous / Progressive (with future meaning) for appointments and schedules.

The language used here is business English. However, this worksheet can easily be adapted for general English from the second page. Simply use events such as 'the party' instead of meetings and conferences.

❶ Follow the instructions. Students should work alone, and then check in pairs. When going through the answers, make sure students understand *come up* and *can't get to*. After going through the answers with the group, students can practise the conversation once, and then change roles.

❷ Follow the instructions. Students can work in pairs for this exercise. Go through the answers on the board.

❸ Students should begin by thinking of some reasons for being unable to get to a meeting. You can elicit some business English examples, or accept some suggestions for general English.

After students have written some reasons in the box, demonstrate the conversation with a confident student. There's no need to write anything in the spaces of part B. Students simply need to fill in the blanks with their own information when speaking.

❹ This exercise allows students to practice their telephone English without using the worksheet.

If your students aren't confident with the language, you can put an abbreviated version of the conversation flow on the board. Use exercise 2 as a guide.

Demonstrate a conversation with a confident student.

When students have finished one conversation, they should team up with a different partner, in order to practise speaking to as many different people as possible.

The answer key is on the next page.

Answer Key

- ①
- Pam: Pam Robertson speaking.
- Bob: Hello Pam - it's Bob again. I'm afraid something has come up, and I can't make it to the meeting on Friday.
- Pam: Ok. Well, how about next Friday? I'm giving a presentation in the morning, but I'm free in the afternoon.
- Bob: Let's see... Sorry, that's no good. I'm having an area meeting all day. Is next Monday afternoon at 3.30 possible?
- Pam: Let me check... Yes, that will be fine.
- Bob: Good. So I'll see you on Monday, then. Good-bye.
- Pam: Good-bye.

②

Explaining the problem	<ul style="list-style-type: none"> • I'm afraid something has come up. • I can't make it to the meeting.
Suggesting another time	<ul style="list-style-type: none"> • How about 6 o'clock? • Is Tuesday possible?
Rejecting a suggestion	<ul style="list-style-type: none"> • Sorry, that's no good.
Agreeing to a time	<ul style="list-style-type: none"> • Yes. That will be fine.
Confirming Appointment	<ul style="list-style-type: none"> • So, I'll see you on Monday, then.

How are we doing?

We'd be pleased to hear some feedback on our worksheets. Tell us how it went in your class. You can send us feedback from www.handoutsonline.com

Alternatively, you can email the editor at editor@handoutsonline.com.

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