



# Making an Appointment

Business > Intermediate 6



## Exercise 1 – Reading

*Read the dialogue aloud with your tutor and check your understanding.*

**Emily:** Hello, my name is Emily Daniels. Is this Mr. Stein's office?

**Secretary:** Hello, Ms. Daniels. Yes it is. How may I help you?

**Emily:** I'd like to make an appointment with Mr. Stein. We talked a week ago about the possibility of a business partnership and he told me to call and make an appointment for this week.

**Secretary:** I understand. Let me see. Mr. Stein seems to have quite a busy schedule for this week. The earliest time he could meet would be on Wednesday at 4 pm. Would that be ok for you?

**Emily:** I'm afraid I have another business meeting at that time. Would it be possible to set an appointment for any other day?

**Secretary:** How about Thursday at 3 pm? Would that suit you?



**Emily:** That would be perfect.

**Secretary:** Okay, Ms. Daniels. I have scheduled the appointment for Thursday, 3 pm. We will be waiting for you.

**Check your understanding:**

1. Why did Emily call Mr. Stein's office?
2. What does Emily want to talk to Mr. Stein about?
3. When will the meeting be held?



## Exercise 2 – Learning

### Useful Expressions

- I'd like to make an appointment with Mr. Smith.
- When would you be available?
- Are you available on Tuesday?
- Would that be ok for you?
- Is Wednesday convenient for you?
- Would that suit you?
- I'm afraid I have another appointment at that time.
- I'm sorry, but I won't be able to make it on Wednesday.
- Could we meet on Thursday at 6 pm instead?



## Exercise 3 – Role Play

*Take turns with your tutor and act out the scene described below.*

**Scene:** You are calling to make an appointment for an interview at a company called Johnson and Sons Inc.  
Your teacher will act as the secretary.



## Exercise 4 – Discussion

*Discuss the following questions with your tutor.*

1. In your line of work, do you usually have to make appointments?
2. Do you prepare for your appointments in advance? If so, how?
3. Have you ever been late for an appointment? If so, what happened?