

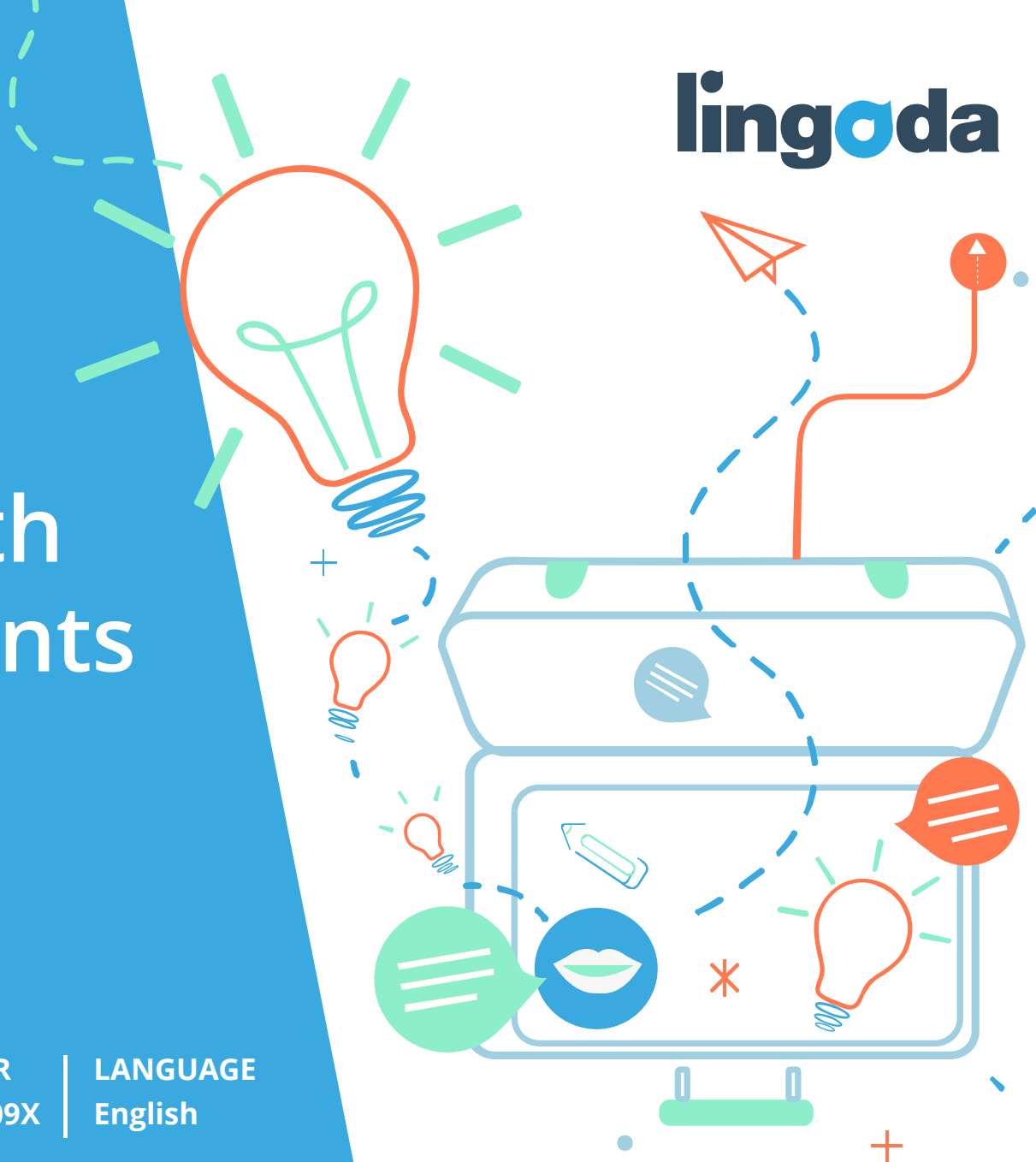
Dealing with arrangements

COMMUNICATION

LEVEL
Upper-intermediate

NUMBER
EN_BE_3509X

LANGUAGE
English

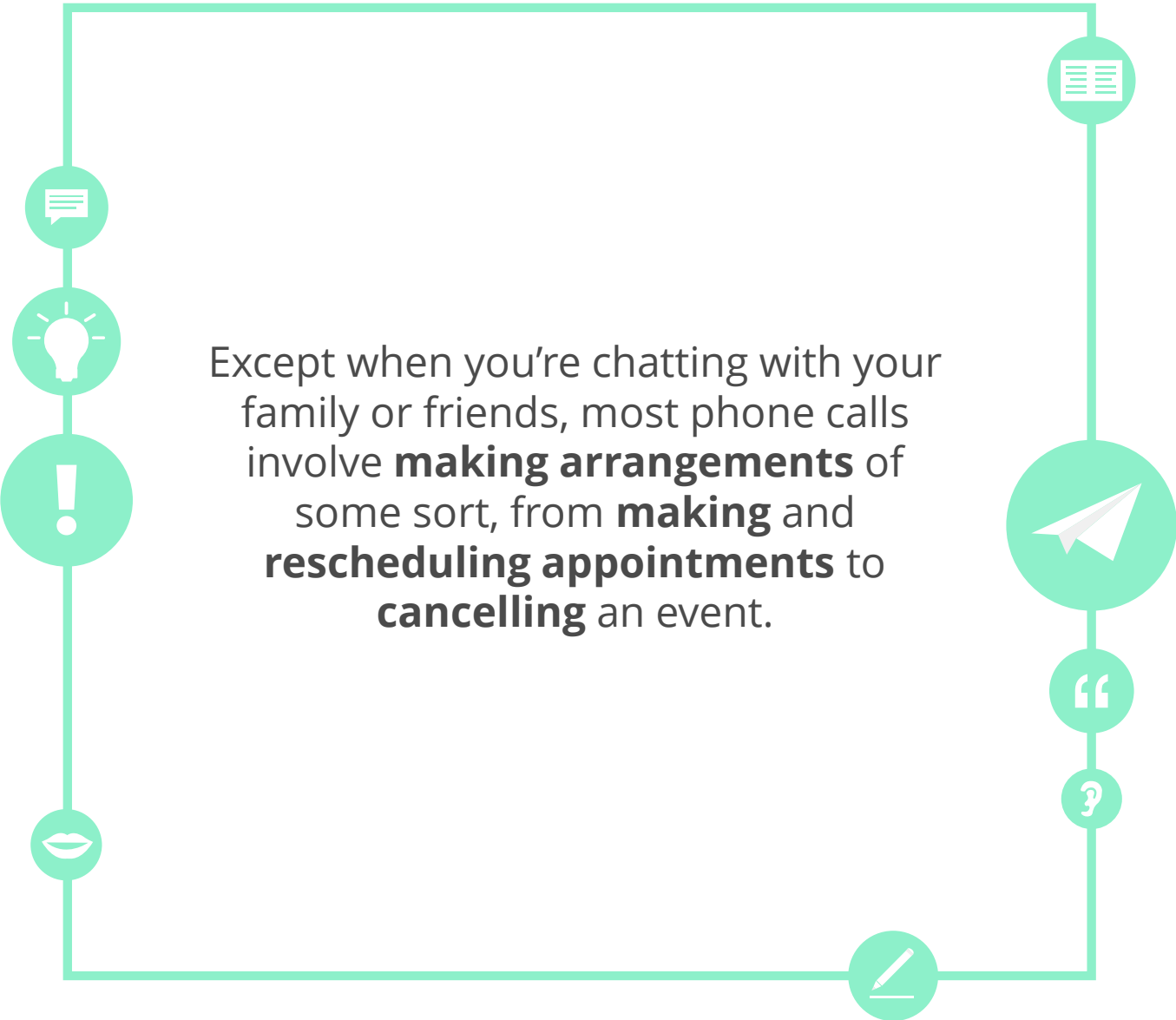




Goals

- Can recognise and understand typical phrases and modal verbs for making polite requests
- Can use new structures and modal verbs to rearrange an appointment over the phone





Except when you're chatting with your family or friends, most phone calls involve **making arrangements** of some sort, from **making** and **rescheduling appointments** to **cancelling** an event.



Preview and warm-up

- This lesson will explore phrases and strategies for **making**, **cancelling** and **rescheduling** appointments and arrangements.



There are both **formal** and **informal** approaches to dealing with arrangements.



Making arrangements

Think about your current job.

How often do you make arrangements at work?

What sort of arrangements do you make?

setting up
meetings

making travel
arrangements

scheduling
interviews

modal verbs

Modal verbs are very useful when dealing with arrangements. You can use them to make **polite requests** or **suggestions**.



Would it be possible to meet at 2 o'clock?



Could we arrange the meeting for tomorrow instead?

shall

When dealing with arrangements, the modal verb **shall** is often used as part of the phrase **shall we...?**



Shall we discuss this over lunch? I'm getting kind of hungry.



Shall we say 10 am at the office?

When **shall we say** is followed by a date or time, it means *how about meeting at this time?* It is generally seen as quite **informal**.



Create polite requests using modal verbs based on the situations on the left

1. You want to ask your travel agent for an earlier flight home.



Could you book me an earlier flight home, please?

2. You'd like to double your usual paper order.



3. You need to rent two cars for an out of town business trip.



4. You'd like to change your interview time from 11am to 12pm.



5. You want to suggest meeting at 10 am to a colleague that you know very well.



let's

Let's (let us) is an **imperative** rather than a modal. Like **shall**, it is used to make suggestions and offer ideas, but it is used as an **imperative** rather than a **question**.

It is still considered friendly and polite, although more informal.



Let's have a brainstorming session about the conference.



Let's order Thai food for lunch. We need a break!



Does each situation below call for formal or informal language?

	FORMAL	INFORMAL
1. Reserving an event space for a major fundraising party.	<input type="checkbox"/>	<input type="checkbox"/>
2. Calling a close colleague to ask for help with a computer question.	<input type="checkbox"/>	<input type="checkbox"/>
3. Telephoning the corporate vice-president to invite them to your department's quarterly meeting.	<input type="checkbox"/>	<input type="checkbox"/>
4. Making travel arrangements for your company through a corporate travel agency.	<input type="checkbox"/>	<input type="checkbox"/>
5. Setting up a meeting with a solicitor.	<input type="checkbox"/>	<input type="checkbox"/>
6. Finding time to catch up with a former colleague, who is now a friend, over coffee.	<input type="checkbox"/>	<input type="checkbox"/>



Requesting to book something

- Here you have examples of how you might politely make a booking enquiry.



Is the conference room still available? If so, **could we** reserve it for our group?

Would you please reserve the conference room for our seminar on the 23rd?



May we book the conference room for the whole day or only for the morning?



Role play

Your team is going on a business trip and you are in charge of sorting out the flights.

Ring the travel agent (your teacher) to book the flight. Make sure you mention all the details below.

Don't forget to use modal verbs to make your requests polite.

flight from
London to Dublin
on 5th May

seven people

business class

returning three
days later



Changing plans

- Just as you'd call the host of a party if you could no longer go, you should also phone business contacts when you need to **change**, **cancel** or **rearrange** plans.
- Below you have some examples of how to **change** and **rearrange** plans.

What's the situation?	How to request a change of plans.
You thought you could attend the quarterly board meeting, but you can't.	I'm afraid I'm no longer available on that date, but I'll certainly come to the next meeting.
You urgently need to finish a report and want to reschedule a lunch planned with your boss.	I've got a big report to finish. Could we possibly rearrange our lunch date?



Rearranging plans

to reschedule

Could we **reschedule** the conference call? Some of the participants have told me they're not prepared.

to rearrange

Could we **rearrange** our meeting? I've got a dentist appointment in the morning so I'd have to arrive late.

to bring an event forward

The 10th is not a good day for me. Can we **bring** the meeting **forward** to the 5th instead?

to push an event back

The 1st is not a good day for me. Can we **push** the meeting **back** to the 3rd instead?

to postpone

I have a lot of work to do today. Could we **postpone** our meeting and have it next week instead?



Rearranging and cancelling plans

to be unavailable

I'm afraid **I'm unavailable** in the morning, but we could meet in the afternoon instead.

to not be able to make something

Unfortunately I **can't make** the annual business trip to Hong Kong this year.

It turns out...

It turns out I'm busy this Friday, so we'll have to meet on Saturday instead.

something has come up

Something has come up, so I will have to cancel tonight.

short notice

Sorry for the **short notice** but I can't meet you for coffee today after all.

at the last minute

I won't be able to join the team for lunch today. Sorry for letting you know **at the last minute!**



Vocabulary review



Review the words on the previous two pages. Do you understand them all?
If not, ask your teacher to explain them.



Complete the dialogue

reschedule **postpone**
at the last minute



can't make it **unavailable**
something **short notice**
has come up

You won't believe this, but I'm stranded at the airport. Can we _____ tomorrow's meeting?

Unfortunately I'm _____ on that day. What about the day after?

Are you sure? It would be great if you could do that!

Good idea. You don't want to let her know _____.

We can certainly _____ the meeting until you get back! How about the day after tomorrow?

I'm supposed to meet up with another colleague on that day, but I can always tell her that I _____.

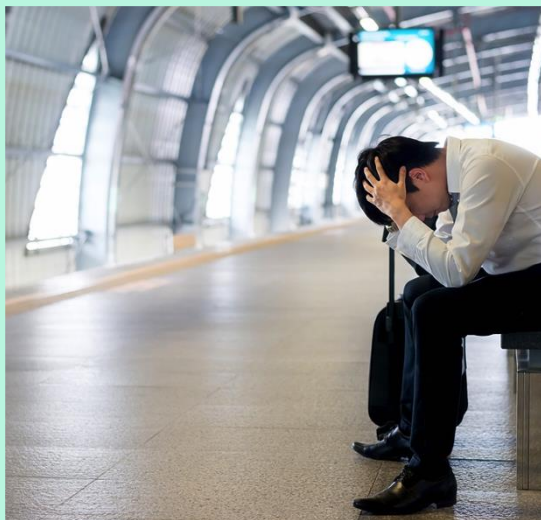
Yes, it's fine. I will let her know right now that _____
_____. Otherwise it will be very _____.



Role play

Your train has been delayed and you won't make it to your one-on-one meeting.

**Call your supervisor (your teacher) explaining your situation.
Try to rearrange the meeting for later in the day.**



I can't make it

postpone

short notice

reschedule



Putting new plans into place

- Once you've made a request to **rearrange a meeting**, you'll want to **reschedule**.
- Below are phrases you might use to suggest new plans.



Let's meet next week **instead**.

Shall we say next Thursday at 10 am?



Let's go for the large conference room **instead of** the small meeting room.

Would you prefer to meet in the morning **or** the afternoon?





Useful words and phrases

just to clarify

Just to clarify, we're meeting an hour later than originally planned, right?

just to confirm

We're meeting at 6, aren't we? I **just** want **to confirm** this before I write it in my diary.

convenient

We can arrange it for next week if that's **convenient** for you.

to work for someone

Let's move the meeting to tomorrow. Does that **work for you**?



Changing and confirming plans

- Here is an example of a conversation where plans are being changed.
- Note that the phrases ***shall we say*** and ***that works for me***, as well as ***let's***, shouldn't be used if you want to be extremely formal.



If you're not available on Monday, **would you prefer** to meet on Tuesday?

Yes, **let's meet** on Tuesday **instead**. That's much more **convenient** for me.



Great. **Shall we say** Tuesday at 3p.m.?

Okay, that **works for me**.





Fill in the gaps with the word that fits best

Options: *convenient, just to confirm, postpone, would you prefer*



I apologise for the inconvenience, but would it be possible to _____
the interview to next week?

Yes, of course. _____ to do the interview on Wednesday or Thursday?



Thursday would be more _____ for me.

Okay, great. So, _____, you're now booked in for an interview on
Thursday next week.





Listen and make notes

**You work for a hotel. A client (your teacher) has left a voicemail asking if they can change the details of their booking.
Make notes on the key information.**

Who is calling?

What company
are they from?

How many
rooms do they
need?

What time do
they want to
check in?

What day do
they want to
check out?

When will they
call back?

A spiral-bound notebook with lined pages, showing a blank page for taking notes.



Role play

You decide to ring the client (your teacher) back as soon as you hear the message.

Call them to confirm the details. Then tell them that everything is fine except the check-in time – the earliest they can check in is 6 pm.

Try to come to some sort of agreement.



just to confirm

Does that work
for you?

Would it be
possible to...?

Unfortunately...

just to clarify

at the last
minute

The room is not
available until...

short notice

rearrange



Reflect on the lesson

Take a moment to review any new **vocabulary, phrases, language structures** or **grammar points** you have come across for the first time in this lesson.

Review them with your teacher one more time to make sure you don't forget!





Answer key

Exercise p. 8

Some suggested answers:

2. Could I order double the usual amount of paper, please?
3. Would it be possible to rent two cars, please?
4. Would it be possible to change the interview time from 11 to 12?
5. Shall we say 10 a.m.?

Exercise p. 10

1. formal, 2. informal, 3. formal, 4. formal, 5. formal, 6. informal

Exercise p. 17

reschedule, postpone, unavailable, can't make it, something has come up, short notice, at the last minute

Exercise p. 22

postpone, would you prefer, convenient, just to confirm



Transcription

Exercise p. 23

Hello, this is **Mr/Mrs Brown** here from **Bromley Industries**.
Sorry about the short notice, but I'm just calling regarding some
changes I'd like to make to our reservation. First of all, we only
need **four rooms instead of six** now. However, we need to
postpone our check-out day – we'd like to **stay until Wednesday**
instead of Tuesday if possible. Additionally, would it be possible
to **change the check-in time from 7 p.m. to 5 p.m.?**
I'll ring back tomorrow to confirm all of these details again.
Goodbye.

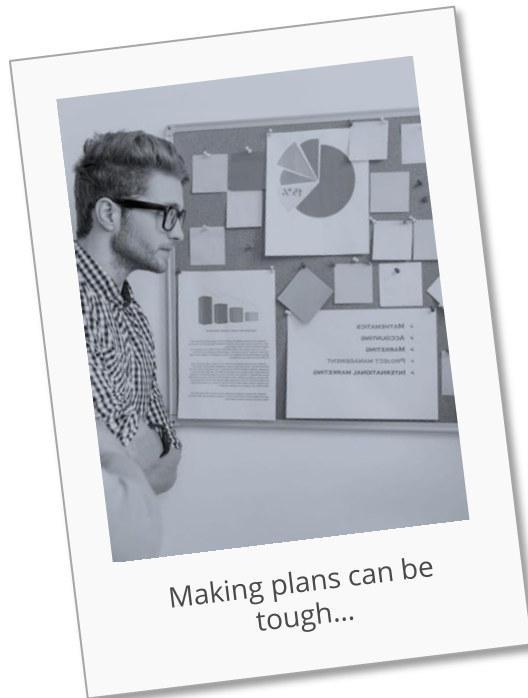




Unscramble the words

Unscramble the words below.

You should be able to form a sentence with five of the cards and a question with two.



a. and I am

b. for the meet
and greet for
new employees

c. could we

d. no longer
available

e.
unfortunately

f. something has
come up

g. reschedule it



From speaking to writing

Using what you've learned about rescheduling and rearranging appointments, respond politely to the following email.

-

□

×

To: HR@globalhealth.co.uk

Subject: Could we reschedule?

Hello,

I represent PeopleWeb, an HR software platform. We'd planned to have an introductory meeting on the 24th, but unfortunately I am no longer able to make our appointment. I apologise for the inconvenience this may cause.

Is there another day that would be convenient for you? I'm very much looking forward to meeting with you!



Homework answer key

Exercise p. 29
e, f, a, d, b, c, g

Unfortunately, something has come up and I am no longer available for the meet and greet for the new employees. Could we reschedule it?



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