

Telephoning 10: Making an Appointment

Practice 1 | Useful Expressions

Directions: Listen and repeat.

- make/ set up/ book an appointment
- Is your schedule free?
- Do I need to make an appointment?
- I surely will.
- I most certainly will.

Practice 2 | Dialogue

Directions: Read the dialogue aloud with your teacher.

Mr. Daniels has contacted Mr. Stein's office to make an appointment.

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

Secretary : Hello, Mr. Daniels, yes it is. How may I help you?

Mr. Daniels : Well, I talked to Mr. Stein about a week ago and he told me to **make an appointment** for this week, because he might have an opening position at the office.

Secretary : Yes, he does have a new opening.

Mr. Daniels : So can I **set up an appointment**?

Secretary : Certainly. Mr. Stein seems to have quite a busy schedule, but he does have an open slot at 4 P.M. on Thursday. Would that be ok?

Mr. Daniels : That would be splendid. **Could you book that for me?**

Secretary : **I surely will.** We will be waiting for you at 4 P.M. on Thursday.

Mr. Daniels : Thanks. I will be there on Thursday.

Check your understanding: Answer the following questions.

1. Why was Mr. Daniels calling?
2. Was it easy or difficult to make an appointment? Explain your answer, please.
3. When did he manage to make an appointment?

Practice 3 | Role-Play

Directions: Have a role-play with your teacher in the following situation.

Situation

You are calling to make an appointment for an interview at a company called Sunny Days Inc.

Expressions:

- I am calling to make an appointment.
- Do you have an open schedule?
- Could you book me for an appointment?

Practice 4 | Discussion

Directions: Discuss these topics and exchange thoughts with your teacher.

1. Have you ever had to set up an appointment?
2. Are you usually required to make many appointments?
3. How many minutes before an appointment do you make sure to get to the place?
4. Do you usually prepare for your appointments in advance? And how do you prepare?
5. Have you ever run late for an appointment?