



# NEW BUSINESS ENGLISH 4

## Unit 5 Lesson 3

### Rescheduling an Appointment



# Review

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You are sick and you decided to skip work today. You need to call your team leader to inform him about your leave of absence and to cancel your team meeting during the day.

## *Requirements:*

- *Ask for a leave of absence.*
- *Give a reason to take a leave of absence.*





# LEARNING GOALS

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- ◆ Canceling an Appointment
- ◆ Rescheduling an Appointment



## Situational Dialogue

- ▶ Gabby is calling Bruce to cancel their appointment.



Gabby Lopez



Bruce Fisher







Hi, Bruce. This is Gabby speaking.  
I'm afraid I have to cancel our meeting  
this afternoon. An urgent matter came up.  
I need to deal with it right away.

No worries, Gabby.  
We can reschedule the meeting.



I'm available at 3 p.m. tomorrow.  
How about you?

It's OK with me.  
See you then!





## Key Vocabulary

Learn the new words and answer the questions.



**cancel**

*(v.) to decide that something arranged in advance will not happen*

e.g. They had to **cancel** the game because of the bad weather.



**right away**

*(adv.) very soon*

e.g. The thermometer can show your temperature **right away**.



**reschedule**

*(v.) to agree on a new date for something to happen*

e.g. I **rescheduled** my doctor's appointment next week.

## Dialogue Review

Have a role play and answer the questions.



*Gabby is calling Bruce to cancel their appointment.*

**Gabby:** Hi, Bruce. This is Gabby speaking.

I'm afraid I have to **cancel** our meeting this afternoon.

An urgent matter came up. I need to deal with it **right away**.

**Bruce:** No worries, Gabby.

We can **reschedule** the meeting.

**Gabby:** I'm available at 3 p.m. tomorrow. How about you?

**Bruce:** It's OK with me. See you then!



Let's check the learning goals!



*Gabby is calling Bruce to cancel their appointment.*

**Gabby:** Hi, Bruce. This is Gabby speaking.  **1. Canceling an Appointment**

***I'm afraid I have to cancel our meeting this afternoon.***

An urgent matter came up. I need to deal with it right away.

**Bruce:** No worries, Gabby.

***We can reschedule the meeting.***



**2. Rescheduling an Appointment**

**Gabby:** I'm available at 3 p.m. tomorrow. How about you?

**Bruce:** It's OK with me. See you then!

# Learning Goals

Learn the key expressions and sentence structures.

## ∴ Canceling an Appointment

- I'm afraid I have to cancel our meeting this afternoon.
- I wonder whether we can cancel our meeting.
- Unfortunately, an issue just came up at work, and I can't make it to our meeting this afternoon.
- I understand how important this is but + reason...

Example sentence:

- I understand how important this is but there's a problem that just came up at work.

- **You can also say:**

While I was looking forward to our meeting on Saturday at 1 p.m., I regretfully will have to cancel.

*How would you cancel an appointment using one of the expressions given?*

## Learning Goals

Learn the key expressions and sentence structures.

### ∴ Rescheduling an Appointment

- We can reschedule a meeting. I'm available + date/ time.
- I'm really sorry, but I need to change the schedule of our meeting on + date/ time.
- Would it be possible to meet with you on + date/ time?
- I apologize for any inconvenience this may cause, and I look forward to meeting with you on a different date.

Example sentence:

- I'm really sorry, but I need to change the schedule of our meeting on **Monday at 2 p.m.**

*How would you reschedule an interview using one of the expressions given?*



# Semi-open Dialogue

Please read the situation below and have a role play with your teacher.

**Scenario:** You have a lunch meeting at 11:30 A.M. with a client, but you have a severe toothache and are going to see a dentist at 11:00 A.M. Call your client to cancel and reschedule the meeting to a different time.



**∴ You can refer to the following key expressions:**

- I'm afraid I have to cancel our meeting this afternoon.
- I understand how important this is but + reason...
- Would it be possible to meet with you on + date/time?
- "I'm really sorry, but I need to change the schedule of our meeting on + date/time."

## Coffee Break

Learn the most effective way to keep appointments.

⋮ **Which is more effective to help clients remember their appointments - SMS or voicemail messages?**



*According to a 2020 study, posted by Sarah Mitchell...*

- **SMS messages are more effective than leaving voicemail messages to help clients remember their appointments.**



*Based on your idea, which one is more effective? SMS or voicemail messages? Why?*

# Overview

## Keywords and expressions:

*cancel/ right away/ reschedule*

I'm afraid I have to cancel our meeting this afternoon.  
I understand how important this is but + reason...

Would it be possible to meet with you on + date/ time?  
I'm really sorry, but I need to change the schedule of our  
meeting on + date/ time.

