

Day 29

Vocab Review

Fill in the blanks.

1. These figures clearly d_____rate the size of the economic problem facing the country.
2. She tried to explain what had happened but he kept i_____ting her.
3. It's really a_____ing when a train is late and there's no explanation.
4. They were a_____ing over which film to go and see.
5. You don't seem very e_____stic about the party – don't you want to go tonight?

2 Using the telephone



Module 2.6 Business telephone etiquette



LEAD-IN Today is Wednesday, October 7. Write the appropriate dates for the following meetings.

1. The budget meeting is scheduled for the day after tomorrow.
2. The next sales meeting is scheduled for next Monday.
3. The board meeting is scheduled for a week from next Thursday.
4. The annual meeting is scheduled for two weeks from Tuesday.



Listening

Listen and fill in the blanks.

Receptionist: Good morning, Temple Books, can I help you?

Yasu Itoh: Good morning. This is Yasu Itoh Ozaki & Co. Tokyo. I wrote Mr. Vickers last week and he sent me an email suggesting I to make an appointment me to see him in London. We need to discuss the shipping books from Tokyo to London.

R: Oh yes, I'll put you through Mr. Vickers' secretary. Please the

Secretary: Hello, Mr. Itoh. Thank you calling. Now, when would be a good time for you to come to our office?

YI: How about next week?

S: I'm sorry, next week's not possible Mr. Vickers is next week.

YI: Well, could we it earlier then? I mean this week? How about the day after tomorrow?
 S: me have a look at his schedule. He's making a presentation the board nine, then he's meeting someone the printers at eleven.
 YI: How about lunchtime?
 S: Sorry, he's having a lunch at twelve, but he's free 2 o'clock.
 YI: Good. Could we three o'clock? Would that be okay?
 S: Yes, that's a good time for Mr. Vickers. the way, Mr. Vickers would like to invite you dinner that evening.
 YI: That would be nice.
 S: We look forward to you in London on Friday, October 9.
 YI: Great. Thanks very much your help. See you then.



Module 2.7 Changing appointments

Structure

We follow the four part structure of a conversation about changing appointments:

(a) Refer to the original appointment

"We're supposed to meet today at one o'clock."

"I have an appointment at one o'clock with ..."

(b) Explain the situation. Give a reason for changing the appointment.

"I'm sorry, I really can't make it. Something's happened and I've got to go home early."

(c) Suggest a new day and time.

"Can we meet some other time?"

(d) Confirm.

"Can I confirm that? The date is ..."



Writing

Fill in the blanks.

Today is Wednesday, October 7. You have an appointment to see Mr. Johnson in Edinburgh, Scotland, at 1:30 today. But early this morning you learn that you have to go to Italy on urgent business to discuss a legal problem. So, unfortunately you must change your appointment with Mr. Johnson. Telephone the Personal Assistant Mr. Johnson, Ms. Holmes. Try to fix an appointment the following week starting on Monday, October 12. You'll be back from Italy on Wednesday, October 14. You'll be busy all day on Thursday and you'll have to attend an important meeting Friday afternoon.

You: Hello, Ms. Holmes. This is (your name). I have an at 1:30 Mr. Johnson today. But I'm sorry, I really can't it. I need to go to Italy this morning on urgent b_____s to discuss a legal problem.

Ms. Holmes: I u_____nd.

You: I wonder if it is possible to r_____le the meeting.

Ms. Holmes: Certainly. When would be g____ for you?

You: Well, I'll be b____ from Italy on Wednesday, October 14, but I'll be busy all day on Thursday and I have an important meeting on Friday afternoon. So how about Friday morning?

Ms. Holmes: Er ... I__ me see ... Could we say ten o'clock?

You: Oh, that's great! See you 10 Friday, October 16, then. Thanks your help.

Ms. Holmes: You're

Module 2.8 Ending a call

Many times people find it difficult to end a telephone conversation. There are some specific things that you can say to close your conversation professionally:

Writing

Fill in the blanks.

Is there anything else I can help you w___? Is there anything else you n___?

If you need any further a_____, please do call back.

Talk in the past tense and use "closing" phrases like "I'm really glad you c_____."

I don't want to t___ up too much of your time.

Thank the caller for his time, or for calling: Thank you for your t___ (in case you initiated the call) or Thank you for c_____ (in case you received the call), and end calls with a pleasant "Goodbye" not "Bye-bye," "Okie-dokie," "Alrighty," or any other slang phrase

➤ Who should hang up first?

Match each definition (A – E) with today's vocabulary word (1 – 5)

DEFINITIONS

- A. needing immediate attention
- B. to arrange something for a different time
- C. to make something begin
- D. help or support
- E. connected with the law

1. initiate
2. legal
3. urgent
4. reschedule
5. assistance

Fill in the blanks.

1. The plumbing in this building is in u_____t need of repair.
2. I r_____led my doctor's appointment for later in the week.
3. The government has i_____ed a program of economic reform.
4. Despite his cries, no one came to his a_____nce.
5. They are currently facing a long l____l battle in the US courts.

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