

Unit 4 – Rescheduling appointments on the phone

Rescheduling appointments on the phone

3 ▶ 4.02 Complete the dialogue between Pavel and Laila with the phrases in the box. Then listen and check.

check my schedule do you mind if I'm calling about it forward out for me
short notice so flexible to confirm to postpone it which is better

P: Pavel Orlov speaking.

L: Pavel, hi. It's Laila.

P: Hi, Laila. What can I do for you?

L: Well, ¹_____ our meeting on Tuesday next week.

P: You mean, the 12th? Do you want ²_____?

L: No, no. It's just that I've got a bit of a problem. You see, there's a training session at our head office on Tuesday and I really have to be there.

P: That's OK. Don't worry.

L: I know it's a bit ³_____.

P: No, that's fine.

L: So ⁴_____ we fix another time to meet?

P: Fine. Let me just ⁵_____ ... I'm free on Friday the 15th. How does the morning suit you?

L: Oh sorry, Pavel. I'm busy all day on Friday. How about Thursday?

P: No, sorry, Thursday's ⁶_____, I'm afraid. All-day meeting ...

L: OK ... Um, can we bring ⁷_____, maybe? How about Monday the 11th?

P: Yeah, Monday's good.

L: Great. ⁸_____ for you: morning or afternoon?

P: Morning's fine.

L: Right. So just ⁹_____ : the meeting will be on Monday the 11th.

P: Yes, Monday morning. 9.30?

L: Perfect. Thanks for being ¹⁰_____, Pavel. I appreciate it.

P: No problem. See you then.