

SKILLS

Telephoning:
making
arrangements

A CD1.12, 1.13 Jennifer North, Sales Director at Madison in New York, makes two telephone calls to Cristina Verdi, a fashion buyer in London. Listen and note a) the purpose of each call and b) the result.

B CD1.12 Listen to the first call again and complete this extract.

Jennifer I'm calling because I'll be in London next week and
.....¹ to see you. I want to tell you about
our new collection.

Cristina Great. What²? I'm fairly free next
week, I think.

Jennifer³? In the afternoon? Could
.....⁴ then?

Cristina Let me look now. Let⁵. Yes, that'd be
no problem at all.⁶ two o'clock? Is that OK?

C CD1.13 Listen to the second call again and complete this extract.

Receptionist Thank you. I'm putting you through ... Hello, I'm afraid she's engaged at
the moment.¹ or can I put you through to her
voicemail?

Jennifer Would you be able to take a message for me, please? I'm in a bit of a hurry.

Receptionist Yes, certainly.

Jennifer The thing is, I should be meeting Ms Verdi at 2 p.m.,
.....². My plane was delayed, and I've got to reschedule my
appointments. If possible,³
tomorrow,⁴ in the morning.
.....⁵ here at the hotel, please, to confirm?

Receptionist Certainly. What's the number?

Jennifer It's⁶.

D Role-play these two telephone situations.

- Student A, you are a company employee who has arranged to meet Student B, a colleague from one of your subsidiaries. Explain that you cannot keep the appointment and give a reason. Suggest an alternative day.
- Student B, you are on a business trip to Singapore and need to stay an extra day. Your hotel is full. Telephone the airline office. Talk to the representative, Student A, to arrange a different flight and a night at another hotel.

USEFUL LANGUAGE

ANSWERING THE
PHONE

Hello, Carla
Rodríguez speaking.
Good morning, Tiger
Ltd.

MAKING CONTACT

I'd like to speak
to Martin Krause,
please.
Could I have the
sales department,
please?

IDENTIFYING
YOURSELF

This is / My name's
Karin Nordby.
Karin Nordby
speaking.

STATING YOUR
PURPOSE

I'm calling about ...
The reason I'm
calling is ...

MAKING
ARRANGEMENTS

Could we meet on
Monday at 11:00?
How/What about
June 12th?
Is 9:30 convenient/
OK?

RESPONDING

That's fine/OK for me.
Sorry, I can't make it
then.
No problem.

CLOSING

Good. So, I'll see you
on the 8th.
Thank you. Goodbye.
Right. / OK, then.
That's great, I'll see
you ...

CHANGING
ARRANGEMENTS

I'm afraid I can't come
on Friday. I'm very
busy that day.
I'm sorry, I can't make
it on Tuesday. I've got
something on that
morning.
We've got an
appointment for ten
o'clock, but I'm afraid
something's come up.
Could we fix another
time?