Exchanging information | Getting information | Making and changing arrangements



1 20▷ **Listen to this phone call between Elena Schenker, the facilities manager of a hotel chain, and Sergio Lanese, a Technogym representative. Complete Sergio's notes. What information does he ask for?**

2 20▷ **Listen again and complete these phrases for getting information.**

1 I'd like to _____ your services ...
2 Can you _____ a little more?
3 We're _____ updating ...
4 Is that something you _____?
5 Would it be _____ someone to ...?

2.15 p.m.

1 _____?
A chain of 4- and 5-star hotels in Switzerland.

2 _____?
Ten years old.

3 _____?
Eleven in total.

4 _____?
Not known.

Work with a partner.

Student A, you are a hotel facilities manager.

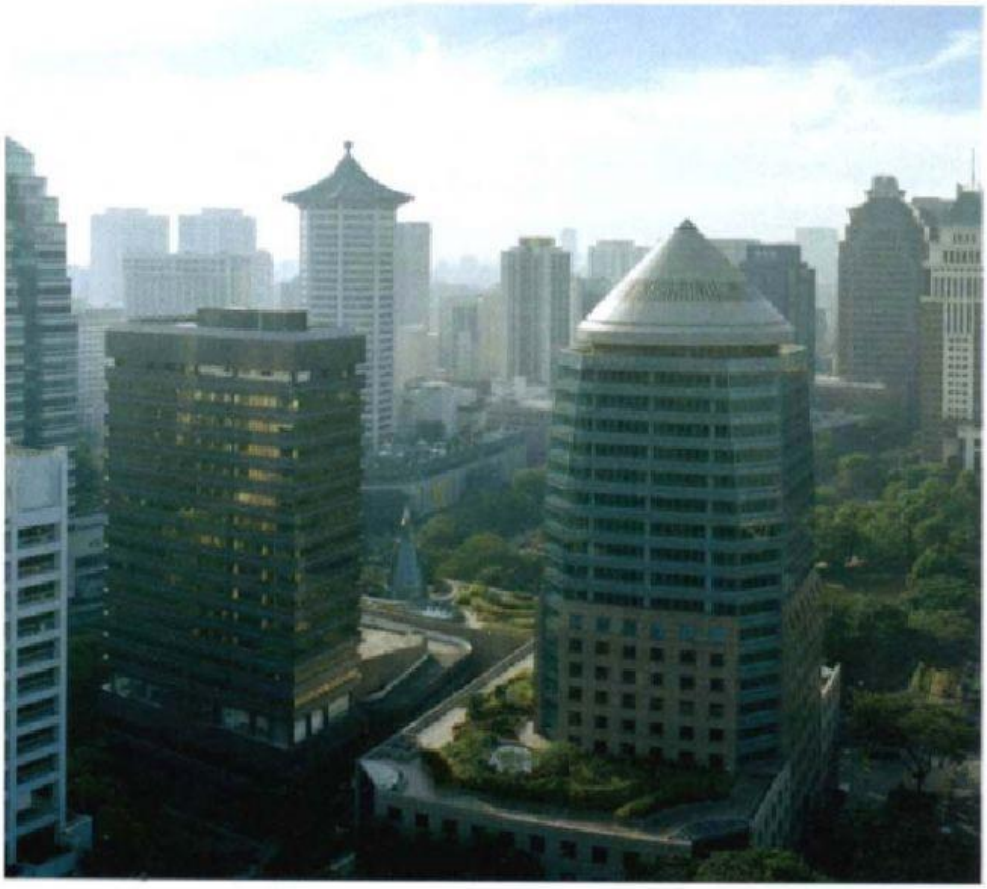
Student B, you are a sales representative for Technogym.

Answer your partner's call and ask for the same information about the type of the hotel/age of current facilities/number of hotels/budget.

Then change roles.

LIVEWORKSHEETS

Student A



You are the facilities manager for a chain of hotels in Singapore and Thailand. Call your partner to ask about the services they offer. Ask if a visit is possible. Give this information to your partner.

- A chain of exclusively 5-star hotels.
- Some of the hotels have gym facilities that are eight years old.
- There are twelve hotels in total. Two have no gym faciities.
- You are speaking to your finance manager about the budget next week.

Student B

You are the facilities manager for a chain of hotels in Croatia. Call your partner to ask about the services they offer. Ask if a visit is possible. Give this information to your partner.

- A chain of 3-star and 4-star hotels near the beach.
- One of the 3-star hotels has a fitness gym which is fifteen years old. You want to update that one and have new gym facilities in your other hotels.
- You have one 4-star hotel and three 3-star hotels.
- You have a comfortable amount set aside for installing these facilities.

LIVEWORKSHEETS

4 21▷ **Listen to the end of Sergio and Elena's phone conversation and answer questions 1–3.**

1 What do they arrange?
2 What is planned for the 30th?
3 What is planned for the 1st?

5 21▷ **Listen again and complete these sentences.**

1 Can we _____ a meeting then?
2 _____ about Tuesday the 31st?
3 I _____ the Wednesday.
4 The 1st of February? Yes, that _____ me.

3 ▶5.4 Read expressions 1–8 for making arrangements. Try to say each expression in a different way, using the words given in brackets. Then listen again and check.

1 Can we fix a date to meet? (arrange) *Can we arrange a date to meet?*
2 I'm sorry but I can't on Mondays. (afraid I'm busy) _____
3 I'm not free on that day. (can't make it) _____
4 What about Tuesday? (How) _____
5 That's good for me. (suits) _____
6 Is two o'clock OK? (convenient) _____
7 Can we meet later? (make it) _____
8 We've confirmed Tuesday the first at three. (So that's) _____

Useful Phrases - Making arrangements

6 **Work with a partner. Take turns to answer the phone and make arrangements for the situations below. Use this flow chart and your own diaries if you want.**

A Answer the phone.

B Suggest an arrangement.

A Agree and suggest two possible dates / times.

B State your preferred date / time.

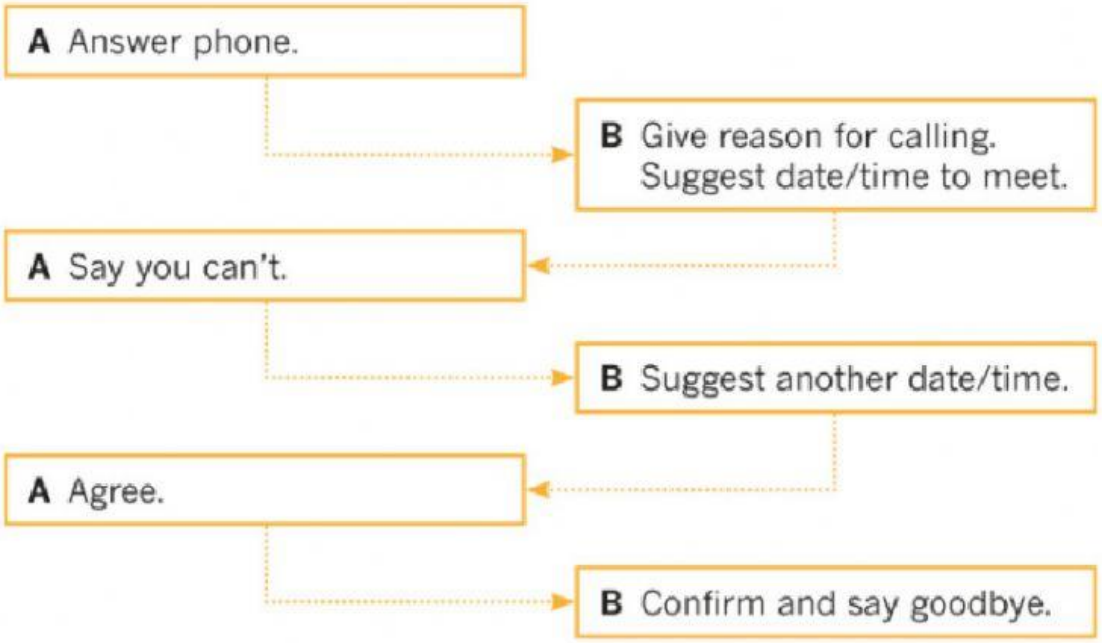
A Agree and say goodbye.

- meeting to plan new website
- celebrating your birthday
- visiting your new company headquarters
- an anniversary dinner

LIVEWORKSHEETS

5 Work with a partner. Take turns to answer the phone and make arrangements for the situations below. Use the flow chart and your own diaries if you want.

- meeting a new customer
- playing golf or tennis
- visiting the new company headquarters
- meeting a colleague to plan a product launch



6 ▶ 5.6 Sergio calls Elena again. Listen to their conversation.

1 What is the main reason for his call?
2 What can't Sergio make?
3 Do they bring the meeting forward or move it back a day?

7 Repeat your calls in **5** but now you can't make the appointments. Change the arrangements to a new time. Use your own diaries if you want.

Watch the video



Making arrangements on the phone

LIVEWORKSHEETS

A 2.6, 2.7 **Philippa Knight, Sales Director at The Fashion Group in New York, makes two telephone calls to Maria Bonetti, a fashion buyer in London. Listen and note: a) the purpose of each call and b) the result.**

B 2.6 **Listen to the first call again and complete the extract below.**

Philippa 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.

Maria Great. What .... [2]? I'm fairly free next week, I think.

Philippa .... [3]? In the afternoon? Could .... [4] then?

Maria Let me look now. Let .... [5]. Yes, that'd be no problem at all. .... [6] 2 o'clock? Is that OK?

C 2.7 **Listen to the second call again and complete the extract below.**

Receptionist Thank you. I'm putting you through. Hello, I'm afraid she's engaged at the moment. .... [1] or can I take a message?

Philippa I'll leave a message, please. The thing is, I should be meeting Ms Bonetti 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?

Receptionist Certainly. What's the number, please?

Philippa It's ..... [6] .

This face-to-face conversation is the one at the Hotel and Catering Trade Fair that Tom mentions in his call to Samantha in Exercise A. Role play the conversation. Student A is Tom Gray. Student B is Samantha Trevor.

Tom: Introduce yourself. Say you recognise Samantha from having seen her picture in a trade magazine.

Samantha: Show surprise. Name the magazine – *Hotel Management Monthly*.

Tom: You read in the same article that the Hip Hotels chain is expanding fast and that they're looking for new hotel managers.

Samantha: Confirm this. You are hoping to open seven new hotels in the next two years.

Tom: Say you'd be interested in managing a hotel. Tell her about your experience in this area. (Make up some information about the hotels you have managed.)

Samantha: Tell Tom to get in touch next time he's in London.

Tom: Say you'll do this. Say you're very interested in working for Hip Hotels.

Samantha/Tom: End the conversation suitably.

LIVEWORKSHEETS

This telephone conversation takes place the week after the one in Exercise A.

- **This conversation is between Samantha's receptionist and Tom Gray.**
- **Work in pairs. Have the conversation, using the following ideas.**

Receptionist: Give the company name – Hip Hotels. Greet the caller. Offer to help them.

Tom: Say you'd like to speak to Samantha Trevor.

Receptionist: Ask who's calling.

Tom: Give your name.

Receptionist: Tell him you're putting him through. You find that Samantha is on another line. Explain this and offer to take a message.

Tom: Explain that you should be meeting Samantha Trevor at 3 p.m. tomorrow but something has come up. (Find a reason.) Give your telephone number and ask if Samantha can call you back to arrange another time.

Receptionist: Ask for Trevor's number.

Tom: Say it's 0121 922 3933. Say you'll be leaving your office soon, so if she can't call you back today, you'll call her again later this morning.

Receptionist: Confirm.

Tom: Thank the receptionist for their help and say goodbye.

Receptionist: Say goodbye.

D Role play these two telephone situations.

1 Student A is 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.

2 Student B is on a business trip to Sydney, Australia and wants to stay an extra day. Telephone the Qantas airline office. Talk to the representative, Student A, to arrange a different flight.

Useful language

Answering the phone
Hello, Erik Halse speaking.
Good morning, Madison Ltd.

Making contact
I'd like to speak to Anna Schilling, please.
Could I have the sales department, please?

Identifying yourself
This is / My name's Marta Blanco.
Marta Blanco speaking.

Stating your purpose
I'm calling about ...
The reason I'm calling is ...

Making arrangements
Could we meet on Monday at 10.30?
How / What about April 10th?
Is 11.15 convenient / OK?

Changing arrangements
I'm afraid I can't come on Friday.
We've got an appointment for 11.00, but I'm afraid something's come up.
Could we fix another time?
I can't make it on ...

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 ...

LIVEWORKSHEETS

For HW or Self-Study

1. Making arrangements (BrCoucil)
2. The video - Making arrangements (+quiz)
3. The video - Scheduling an Appointment

LIVEWORKSHEETS