

## 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.

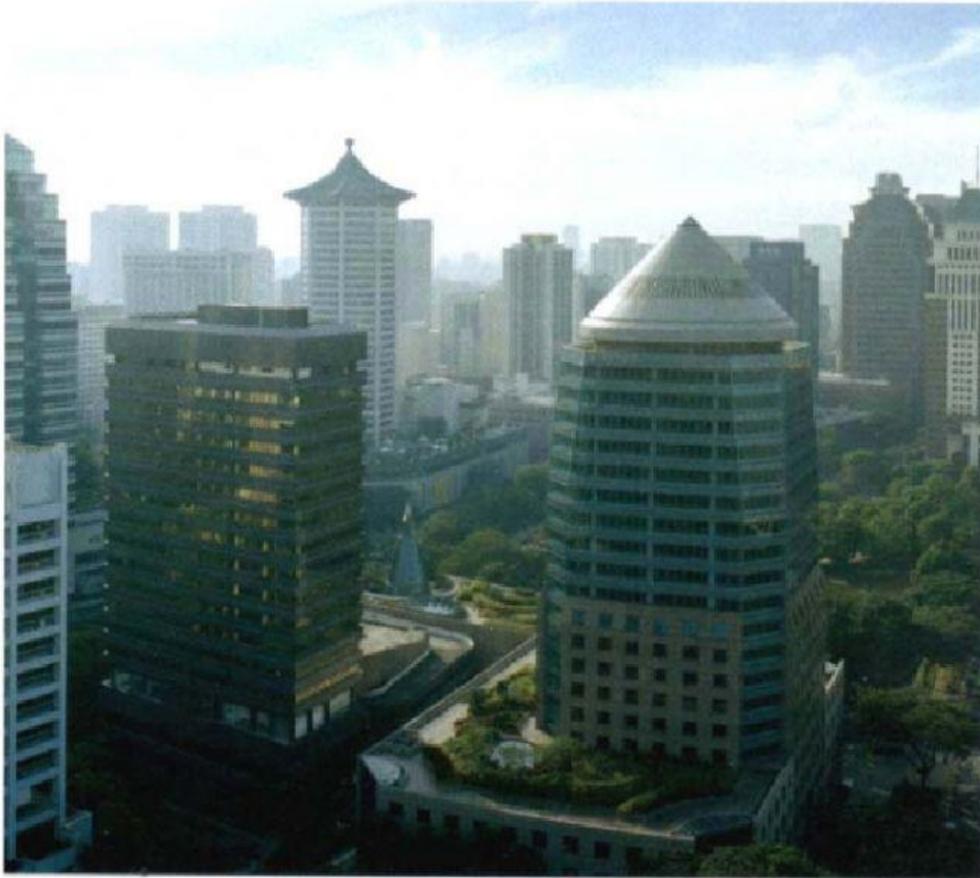
Student A, you are a hotel facilities manager.

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.

## 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 facilities.
- 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.

**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.**

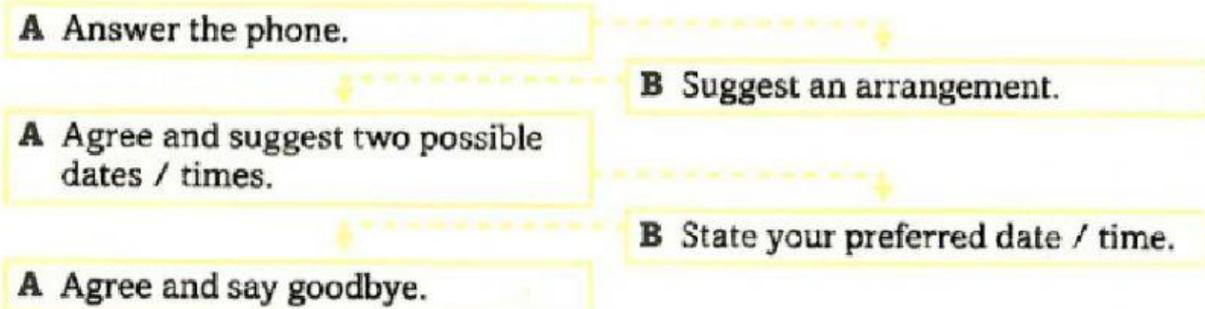
- 1 Can we \_\_\_\_\_ a meeting then?
- 2 \_\_\_\_\_ about Tuesday the 31st?
- 3 I \_\_\_\_\_ the Wednesday.
- 4 The 1st of February? Yes, that \_\_\_\_\_ me.

**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

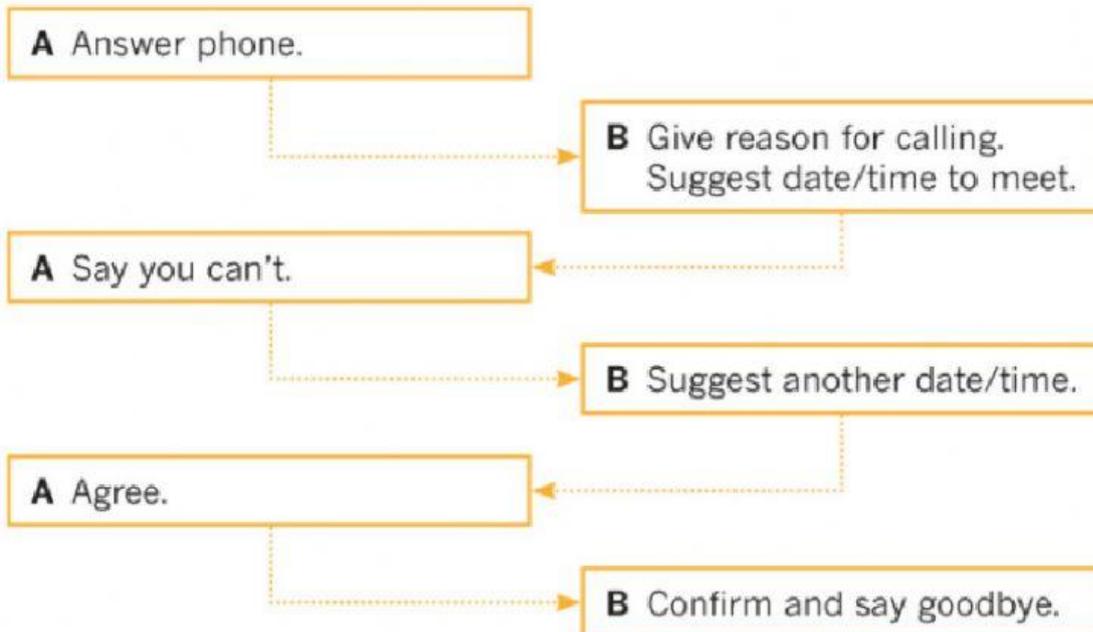
**6 Work with a partner. Take turns to answer the phone and make arrangements for the situations below. Use this flow chart and your own diaries if you want.**



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

**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
- visiting the new company headquarters
- playing golf or tennis
- 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



**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 .....  
.....<sup>1</sup> to see you. I want to tell you  
about our new collection.

Maria Great. What .....<sup>2</sup>? I'm fairly free next  
week, I think.

Philippa .....<sup>3</sup>? In the afternoon? Could .....  
.....<sup>4</sup> then?

Maria Let me look now. Let .....<sup>5</sup>. Yes, that'd  
be no problem at all. ....<sup>6</sup> 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. ....<sup>1</sup> 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, .....<sup>2</sup>. My plane  
was delayed, and I've got to reschedule my appointments. If  
possible, .....<sup>3</sup>  
tomorrow. ....<sup>4</sup> in the morning. ....  
.....<sup>5</sup> here at the hotel, please?

Receptionist Certainly. What's the number, please?

Philippa It's .....<sup>6</sup>.



**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.



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 ...

## For HW or Self-Study

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