

## 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, <sup>1</sup> \_\_\_\_\_ our meeting on Tuesday next week.

P: You mean, the 12th? Do you want <sup>2</sup> \_\_\_\_\_?

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 <sup>3</sup> \_\_\_\_\_.

P: No, that's fine.

L: So <sup>4</sup> \_\_\_\_\_ we fix another time to meet?

P: Fine. Let me just <sup>5</sup> \_\_\_\_\_ ... 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 <sup>6</sup> \_\_\_\_\_, I'm afraid. All-day meeting ...

L: OK ... Um, can we bring <sup>7</sup> \_\_\_\_\_, maybe? How about Monday the 11th?

P: Yeah, Monday's good.

L: Great. <sup>8</sup> \_\_\_\_\_ for you: morning or afternoon?

P: Morning's fine.

L: Right. So just <sup>9</sup> \_\_\_\_\_: the meeting will be on Monday the 11th.

P: Yes, Monday morning. 9.30?

L: Perfect. Thanks for being <sup>10</sup> \_\_\_\_\_, Pavel. I appreciate it.

P: No problem. See you then.