

## STARTER

How well can you talk about times and dates in English? Try this quiz and compare your answers with a partner's. Then check your answers in the key.

**1 Which of the time expressions are not possible in English?**

- a 2 p.m.
- b 2 o'clock p.m.
- c 2 p.m. in the afternoon
- d 2 o'clock in the afternoon

**2 How do you say the following times in English?**

- a 6.30
- b 10.15
- c 3.45
- d 0.00
- e 12.00

**3 What does the date 01.02.06 mean to:**

- a an American person?
- b a British person?

**4 Here are some ways to say the date 28 May 2005.**

**Which are not possible in English?**

- a the twenty-eighth of May, two thousand and five
- b the twenty-eighth of May, two thousand five
- c May twenty-eighth, two thousand and five
- d the twenty-eighth May, two thousand and five
- e the twenty-eight of May, two thousand and five



If you had trouble with this quiz, then refer to the *Numbers, dates, times, symbols* page of the MultiROM.



**1 Simon Mellor works at London Bank in Frankfurt. Look at his diary for next week, then listen and write in the appointment that he makes.**



**British English**  
diary  
mobile (phone)  
half (past) two

**American English**  
planner  
cell (phone)  
half past two

**LIVEWORKSHEETS**

**2 Listen again and complete the table with suitable sentences and questions from the dialogue.****SUGGESTING A MEETING OR AN APPOINTMENT**

*I was wondering if you might have time to meet me while I'm in town.*

**SAYING IF A TIME IS CONVENIENT OR NOT**

*Yes, I'm free then.*

**ASKING ABOUT OR SUGGESTING A TIME OR PLACE**

*Where would be the best place to meet?*

**CONFIRMING AN ARRANGEMENT**

*OK, so that's 2 p.m. in the conference room.*

Now add these useful sentences and questions to the table above.

*Could we schedule a meeting for next month?*

*OK, so that's 2 p.m. in the conference room.*

*Yes, I'm free then.*

*What about Thursday?*

*Where would be the best place to meet?*

*Do you have time to meet tomorrow?*

**3 Work with a partner. Use the table in exercise 2 to practise a dialogue.****A****B**

Answer the phone.

Suggest a meeting and a time to meet.

Time is inconvenient. Suggest another time.

Time is inconvenient. Suggest another time.

Agree. Suggest a place to meet.

Agree and confirm the details.

Say goodbye.

**LIVE** **WORKSHEETS**

**TALKING ABOUT ARRANGEMENTS**

We usually use the present continuous with a future time expression to talk about arrangements.

*I'm flying in on Monday morning.*

*And then I'm having dinner with my client in the evening.*



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**4** One of Alexa's clients in Frankfurt calls Hilary, Alexa's personal assistant. Look at the extract from Alexa's diary below and use the verbs in the box to complete the dialogue. Then listen to check your answer.

meet • come • have • fly • meet • come • have

•	Monday	Tuesday	Wednesday
7am	8.10 fly to Frankfurt		
8am			
9am			
10am			
11am			
12pm	meeting with Yves Gainsbourg	lunch with James Copeland	meeting with Simon Fischer
1pm			
2pm			
3pm			
4pm			
5pm			
6pm			6.45 fly to London
7pm	dinner with Barbara (check)	dinner with Clark	
8pm			
9pm			
10pm			



Hilary JPL Consulting. Hilary Wilkins speaking.

Anna Hello Hilary. This is Anna Roth from Frankfurt. Is Alexa there?

Hilary I'm afraid she isn't. Can I help at all?

Anna Well, a colleague told me that Alexa is coming<sup>1</sup> to Frankfurt next week. I'd like to see her while she's here, if she has time.

Hilary OK. Well, let me look at her schedule and we'll figure something out. When would suit you best?

Anna I'm pretty flexible. Maybe you can tell me when she's free?

Hilary Let me see. OK, so she comes<sup>2</sup> to Frankfurt first thing on Monday morning. Then she meets<sup>3</sup> a client at 12. In the evening she has<sup>4</sup> dinner with a friend.

Anna Hmm. Sounds like she's quite busy. What about Tuesday?

Hilary Well, she's free on Tuesday morning. But then she has<sup>5</sup> lunch with a colleague at 1 and she meets<sup>6</sup> someone in the evening.

Anna OK. And Wednesday?

Hilary That's pretty full. She has a couple of meetings during the day then she flies<sup>7</sup> back to London in the evening.

Anna OK. Well, maybe you can pencil me in on Tuesday morning. Say, 10 o'clock?

**LIVEWORKSHEETS**

Hilary Ten o'clock on Tuesday. OK, I'll double-check that with Alexa and send you a quick email to confirm the meeting.

Anna Wonderful. Thanks for your help.

Hilary You're welcome. Bye now.

**Now work with a partner and ask each other about your appointments for this week or next week.**

**5 Complete the time expressions. Use *in*, *on*, *at*, or *Ø* (= no preposition).**

1 on Monday

6    last night

11    10 o'clock

2 Ø tomorrow

7    next week

12    midnight

3    the morning

8    March 17th

13    March

4    Friday morning

9    the weekend

14    1990

5    yesterday evening

10    Christmas

15    the evening

**SMALL TALK**

When we call someone we know, we usually make a little bit of small talk before we start talking business.

Here are some typical telephone small talk questions.

*How are things in [name of town]/at [name of firm]?*

*Are things busy with you?*

*What have you been up to? (=What have you been doing recently?)*

*How is the weather there?*

*How was your holiday/your trip to [name of place]?*

*How is [name of husband/wife/partner]/are the kids?*

We usually mark the change from small talk to business with a signal word like *listen* or *anyway*, possibly followed by the name of the person we are talking to.

*Listen Frank, I was actually calling about ...*

*Anyway Uta, I actually wanted to ask you if ...*

**6 Match the small talk questions and answers.**

1 How are things in Paris?

a Nothing much, apart from work, to be honest. It's been really hectic here.

2 How's the weather in Glasgow?

b Very well, thanks. The oldest one has just started school.

3 How was your holiday in Spain?

c Wet, as usual!

4 How are the kids?

d It's not too bad, actually. But last month was a nightmare.

5 What have you been up to?

e Very nice. We had a great time.

6 Are things busy with you?

f Great, I made lots of contacts.

7 How did the conference go?

g Oh, you know what it's like. Same old thing as always.

7 Work with a partner. First write down three 'small talk' questions (try to make them relevant to your partner). Then follow the steps below to make a phone call. Remember to use signal words like *so* and *well* to show when you want to move from one stage of the conversation to the next.

A

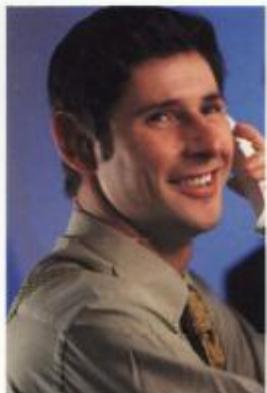
- Answer the phone.
- Respond. Ask small talk question.
- Respond. Ask follow-up question (if appropriate).

B

- Say hello. Say your name.
- Respond. Ask small talk question.
- Respond. Start talking about business.



8 It is now Monday morning and Alexa is calling Simon's personal assistant, Thorsten Hofmeister. Listen and tick the sentences you hear.



- 1 I'm afraid something has come up.
- 2 I'm afraid I have to reschedule our appointment.
- 3 One of my clients has cancelled our appointment ...
- 4 One of my clients has brought forward our appointment ...
- 5 So I wanted to ask Simon if we could meet a bit earlier ...
- 6 So I wanted to ask Simon if we could postpone our meeting ...
- 7 Just let me know if there are any more changes.
- 8 Just give me a call if there are any more changes.

Simon - Alexa Johnston called



Listen again and complete Thorsten's message for Simon.

#### CHANGING AN ARRANGEMENT

If you want to change an arrangement, it is polite to give a concrete reason for doing so.

*I'm afraid something has come up. One of my clients has brought forward our appointment.*

The phrase *something has come up* means that something unexpected has happened and it is probably not something you can control.

Here are some ways to suggest or ask about changing an arrangement.

*So I wanted to ask you if we could meet a bit earlier in the morning.*

*I was wondering if we could reschedule our appointment.*

*Could we possibly postpone the presentation?*

*Would it be possible to meet a bit later?*

**LIVWORKSHEETS**

## 9 Complete the sentences with words from the box.

bit • changed • delayed • lasted • missed • possible • possibly • postponed • wanted • wondering

- 1 I was \_\_\_\_\_ if we could meet on Friday instead. My client has \_\_\_\_\_ our schedule.
- 2 I \_\_\_\_\_ to ask if we could meet tomorrow instead of today. I've \_\_\_\_\_ my flight and I'm afraid I'm going to arrive very late.
- 3 Could we \_\_\_\_\_ cancel our appointment? My meeting \_\_\_\_\_ longer than I expected.
- 4 Could we meet a \_\_\_\_\_ later? I'm afraid my customer has \_\_\_\_\_ our meeting.
- 5 Would it be \_\_\_\_\_ to reschedule our meeting? My train has been \_\_\_\_\_.



## 10 It is now 8.50 a.m. on Tuesday and Alexa is calling Simon again. Listen to the conversation. Why is Alexa calling?

Listen again and complete the phrases.

I'm actually still \_\_\_\_\_<sup>1</sup> for the train so I'm afraid I \_\_\_\_\_<sup>2</sup> be a few minutes late.

Sorry, you're \_\_\_\_\_<sup>3</sup> up a little.  
I didn't \_\_\_\_\_<sup>4</sup> that last part.

I'll see you when I \_\_\_\_\_<sup>5</sup> you.

I should be there by 9.15 at the \_\_\_\_\_<sup>6</sup>, but I'll call you again if there are any more \_\_\_\_\_<sup>7</sup>.

I think I'm \_\_\_\_\_<sup>8</sup> the connection. I'd \_\_\_\_\_<sup>9</sup> go.



## 11 Look at these phrases which are typical for mobile phone calls. Match the questions with the answers. Sometimes more than one answer is possible.

- 1 Where are you?
- 2 Is this a good time to talk?
- 3 Have you got a couple of minutes?
- 4 Can you hear me?
- 5 Are you still there?
- 6 What was that beeping noise?

- a You're breaking up a little. Would you like to try calling me again later?
- b Yes, I am. I just lost the connection for a second.
- c I'm on the train.
- d I'm afraid I'm in a meeting at the moment. Can we talk later?
- e Sure. What can I do for you?
- f My battery's low – we might get cut off, I'm afraid.
- g Not really, I'm afraid. Can I call you back later?
- h I'm actually in the office. You can call me on my landline.

## 12 Complete the sentences with words from the box.

appointment • arrangements • date • arrange • cancel •  
postpone • bring forward • date

- 1 What's the \_\_\_\_\_ today? Is it the 17th of March?
- 2 Unfortunately I have to \_\_\_\_\_ the meeting. I can't find a time when we can all meet.
- 3 I have a(n) \_\_\_\_\_ to see Ms Fraser.
- 4 They told me that the conference room is already booked for 2 p.m. and asked if we could \_\_\_\_\_ the meeting to 10 a.m. Is that OK for you?
- 5 The department secretary made all the \_\_\_\_\_ for my trip.
- 6 I have a(n) \_\_\_\_\_ with the new guy in purchasing tonight. We're going to see the new Tarantino movie.
- 7 It seems like a lot of people are ill or on holiday this week. Why don't we \_\_\_\_\_ the presentation until next week?
- 8 I'm calling to \_\_\_\_\_ a time to meet next week.

## 13 Work with a partner to make three phone calls. Look at the Useful Phrases below before you look at your 'diary' and the instructions in the Partner Files.

### PARTNER FILES

Partner A File 6, p. 49  
Partner B File 6, p. 51

#### USEFUL PHRASES

##### Making an arrangement

I was wondering if you might have time to meet next week.  
What day/When would suit you?  
Can we fix a meeting for Tuesday?  
How about Monday morning?  
Shall we say nine o'clock at my office?

##### Saying you will be late

I'm afraid my meeting has taken longer than I expected.  
I might be a few minutes late.  
I should be there by 3.15 at the latest, but I'll call you again if there are any more delays.

##### Changing an appointment

I'm calling about our appointment.  
I'm afraid something has come up.

I wanted to ask you if we could postpone/bring forward our meeting.  
Could we possibly reschedule/cancel our appointment?

## 14 Put the words in the right order to make sentences with expressions from this unit.

- 1 has something I'm up afraid come . 4 New York Saturday I'm to flying on .
- 2 the appointment she MD an has with . 5 all tied I'm up day .
- 3 few a late might I be late minutes . 6 free afternoon Wednesday should be I on .

**LIVEWORKSHEETS**

**OUTPUT**

Have mobile phones made our lives easier, or are they just annoying and unnecessary? Listen to four speakers and match what they say to the pictures. Which opinion(s) do you agree with?

23-26



23-26

Listen again and complete the phrases.

**Speaker 1**

Mobile phones can be \_\_\_\_\_, but I don't like the fact that people can always \_\_\_\_\_ me.

**Speaker 3**

I hate mobile phones! I think they're one of the most annoying \_\_\_\_\_ ever. And people make so many pointless \_\_\_\_\_ now.

**Speaker 2**

Surely they can let their \_\_\_\_\_ pick up and then listen to any \_\_\_\_\_ later.

**Speaker 4**

Now I never need to worry about being late for an \_\_\_\_\_; if I'm stuck in traffic, I just call and let the person \_\_\_\_\_.

**OVER TO YOU**

What do you think should be the rules of mobile phone etiquette? Make a list of do's and don'ts and discuss it with the class.

**LIVE** **LIVEWORKSHEETS**