

## Lesson 25: Making Appointments

By Xandra

### 1. Dialogue

First, repeat after your tutor. Then, practice each role.

Yuki works as an assistant for Mr. Rogers. Yuki is trying to get in touch with Mr. McCoy, so she could set up a meeting between him and her boss. James is Mr. McCoy's assistant.

James: Hank McCoy's office. This is James speaking.

Yuki: Hello. I'm calling on behalf of Mr. Rogers. Can I speak to Mr. McCoy please?

James: I'm sorry but he's currently unable to come to the phone. Is there anything I can help you with?

Yuki: Mr. Rogers wishes to have a meeting with Mr. McCoy.

James: Can I ask what this is all about?

Yuki: I believe it has something to do with a business proposal. Would it be possible for Mr. Rogers to see him tomorrow afternoon?

James: Mr. McCoy is very busy tomorrow, but he can accommodate Mr. Rogers on Tuesday.

Yuki: Great!

James: Will Mr. Rogers be available in the afternoon?

Yuki: I'm sure he'll be there **at Mr. McCoy's convenience**. Just tell me when it's best to see him.

### 2. Today's Phrase

First, repeat after your tutor. Then, make a few sentences using Today's phrase.

1. A: What time shall I set the meeting for?

B: Anytime, **at your own convenience**.

2. Mr. Rogers is requesting to see you **at your earliest convenience**.

3. There's no need to hurry. You can finish it **at your convenience**.

\* **at one's convenience** / (人)の都合のよいときに

### 3. Your Task

You are a receptionist at a dental clinic and part of your job is to set up appointments for the patients. A patient (= your tutor) has called and would like to have an appointment this afternoon because of a toothache. The dentist is already booked all day. In the most polite way, tell the caller that you can only accept appointments for tomorrow. The patient will insist on seeing the dentist. Respond to the situation in a business-like manner.

### 4. Let's Talk

Which is best way to arrange an appointment: by email, text message or phone?

Do you call your business associates to re-confirm your appointment? Why or why not?

Have you ever refused anyone who had asked you for an appointment? Tell your tutor about it.

### 5. Today's photo

Describe the photo in your words as precisely as possible.



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