



## CONVERSATION

**A:** Mr. Ralph's office! How may I help you?

**B:** Hello. Can I speak to Johnny Ralph?

**A:** I'm afraid he's in a meeting until lunchtime.  
Can I take a message?

**B:** Well, I'd like to arrange an appointment to see him, please.  
It's Peter Parker here.

**A:** Could you hold on for a minute, Mr. Parker?  
I'll just look in the diary.....  
So, when's convenient for you?

**B:** Some time next week if possible.  
I gather he's away the following week.

**A:** Yes, that's right. He's on holiday for a fortnight.

**B:** So, would next Wednesday be okay?

**A:** Wednesday. Let me see.  
He's out of the office all morning.  
But he's free in the afternoon, about after three.

**B:** Three o'clock is difficult, but I could make it after four.

**A:** So, shall we say a quarter past four next Wednesday,  
in Mr. Ralph's office?

**B:** Yes, that sounds fine. Thank you very much.

**A:** Ok then, bye.

## USEFUL PHRASES

- I'm afraid .....
- Can I take a message?
- I'd like to arrange an appointment to see him.
- I'll just look in the diary.
- When's convenient for you?
- *(time)* is difficult.
- So shall we say .....
- That sounds fine.



## LET'S TALK

1. Have you had to set an important appointment?
2. What do you do if your set appointment needs to be postponed because of an emergency and you don't have any available time to accommodate the postponed appointment?
3. Was there a situation wherein you waited very long in an appointment on its new schedule?

## ACTIVITY

Use the important expressions on setting an appointment.

1. You want to set an appointment to the doctor's next week Thursday. Unfortunately, the doctor's schedule is full.
2. You are a secretary of a lawyer. A client calls you to set an appointment for legal consultation.