


15

What's the schedule?

Making arrangements

- 1  Two people are organizing a product demonstration. Listen and write down the dates and times they arrange to meet.

	When?
1 Planning meeting	
2 Sales meeting	
3 Practice of the product demo	
4 Product demo	

- 2  Complete the words below, then listen again and check your answers.
- When are you f.....?
 - I'm t..... u..... this week. Next week's better.
 - Can we finish b..... twelve?
 - Yes, two hours s..... be long enough.
 - How long will that t.....? About an hour?
 - How a..... Thursday 15th at two o'clock?
 - I can't m..... two, but I can m..... three.
 - OK, let's s..... three o'clock t.....
 - Let's make a note of it and we can c..... it later.
 - I don't think I can. I'm very s..... of time.
 - I'm o..... holiday* then. I'm not back u..... the twenty-sixth.

holiday **BrE** - vacation **AmE**

- 3 Find words and expressions in 2 that mean:

- busy
- not later than a particular time
- up to a particular time

by and until

We use **by** to say something will happen at or before a certain time.

*Can we finish **by** 12 o'clock?* (Not later than 12. Possibly before 12.)

We use **until** to say something will continue up to a certain time.

*I'm not back **until** the 26th.* (I come back on the 26th - up to the 26th I'm away.)

- 4 Complete another conversation about the demo. Use **by** or **until**.
- Can we meet on the 15th to talk about the demo? Say three o'clock?
 - I have a conference call at 2.30, so I won't be free¹ 3.30. Is that too late?
 - No, 3.30 is fine.
 - Can you send me the plans² Friday?
 - No, I need to meet with Peter first and he's not free³ next week.
 - Can you practise the demo next week?
 - No, we'll have to wait⁴ Peter gets back from holiday.
 - Will he be back⁵ the 26th?
 - Yes, but he's not arriving⁶ the morning of the 26th. We need to start at 6.30 to be ready⁷ 9.00.
 - But Peter will have to get up at 5 a.m. to be here⁸ 6.30.
 - Too bad!

- 5 Complete these phrases for making arrangements. Use words from the list.

enough make let's about shall
confirm won't long fine take

Making arrangements

Suggesting times

How¹ the sixteenth?
Are you free next Tuesday?
.....² we meet around ten o'clock?

Saying yes

3.30 is³.
Yes, I'm free then.
That's good for me.

Saying when you're available

I can't⁴ ten o'clock, but I can manage eleven.
I⁵ be free until 4.30.
I'm very short of time this week. Next week's better ...

Estimating time

How⁶ do we need?
How long will it⁷? Can we finish by twelve?
An hour should be long⁸.

Confirming arrangements

.....⁹ say Tuesday at three, then.
I'll meet you here at three o'clock.
Let's make a note of it and¹⁰ it later.

- 6 Practise the phrases with a partner.

A – think of a job you want your partner to do.
B – think of some reasons why you're too busy to help your partner. Then follow the instructions below.

A

B

Ask your partner to help you with ...
(*explain the job*)

Say how long and suggest a time to do it

Say you're not free and suggest another time

Thank your partner and say goodbye.

Ask how long it will take

Say you're not free and suggest another time

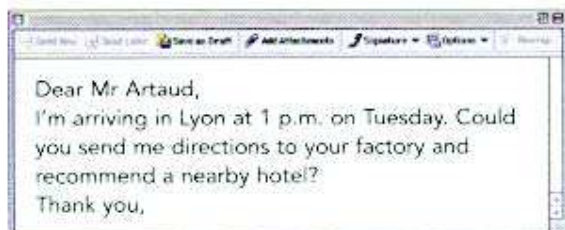
Agree, but ... (*explain why you will need to confirm it later*)

- 7 Work with a partner.

A – look at file 29 on page 112.
B – look at file 37 on page 117.

Writing emails

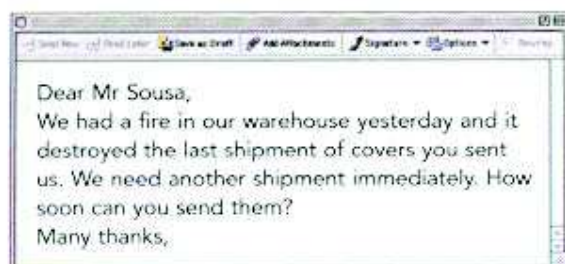
- 1 Five people need help. Who do you think they are writing to – a colleague, a customer, a supplier, etc? Which emails are urgent?



1



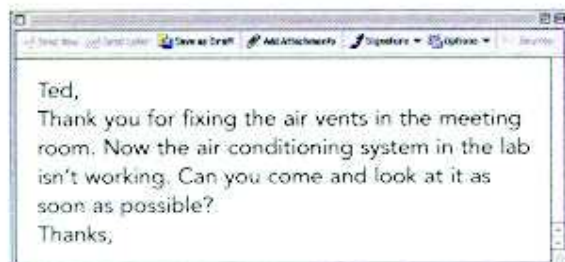
2



3



4



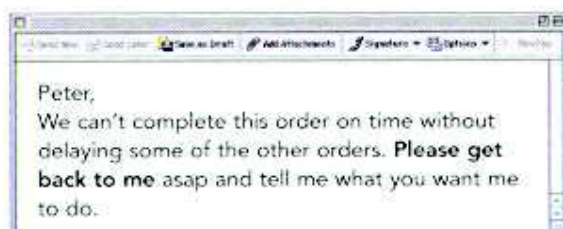
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- 2 Underline the different words and phrases that are used in 1 to:

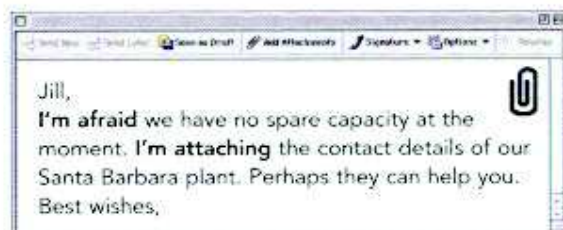
- 1 ask for help
- 2 say thank you.

Which expressions can you use with people you know well, and which are more formal?

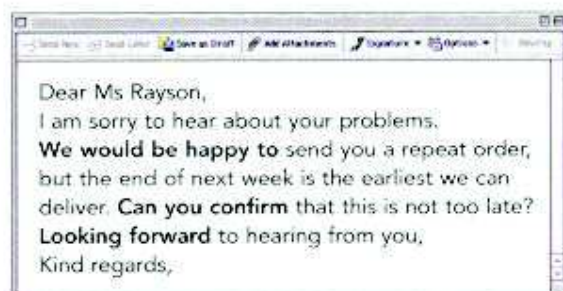
- 3 Match these replies to the correct email in 1.



a



b



c



d



e

- 4 Look at the phrases in **bold** in 3. Find two phrases that:

- 1 introduce bad news
- 2 offer help
- 3 ask for a reply
- 4 refer to an attachment
- 5 refer to a future contact.

- 5 Complete the emails using expressions from the emails in 1 and 3.

Send Now Send Later Save as Draft Add Attachments Signatures Options

Hello Pedro,

.....¹ sending me the output figures.
(say thank you)

.....² I couldn't open the file.
(introduce bad news)

.....³ send it again?
(ask for help)

Best regards,
Jack

Send Now Send Later Save as Draft Add Attachments Signatures Options

Dear Ms Eckstein,

.....⁴ sending me details of the tests.
(say thank you)

.....⁵ to run phase two of the tests for
(offer help)
you.

.....⁶ our contract.⁷
(refer to an attachment) (ask for help)

make two copies, sign them and send one back to me?

.....⁸ if you have any questions.
(ask for a reply)

.....⁹ working together with you.
(refer to future contact)

Sincerely,
K. J. Welsh



-ing forms

In some expressions we use **-ing** after a preposition (for, to, in, at, etc.).

Thank you for fixing the air vents.

Looking forward to meeting you.

- 6 Think of some different endings for these expressions. Use an **-ing** form.

- 1 Thank you for ...
- 2 We're looking forward to ...
- 3 We're interested in ...
- 4 I never leave the office without ...
- 5 Our company is very good at ...
- 6 When this lesson finishes, how about ...?

- 7 Think of some problems that slow things down in your workplace, for example, late deliveries, not enough production capacity, unreliable machinery, management changing its mind. Who can help you solve these problems – colleagues, suppliers, customers?

- 1 Work in pairs or small groups. Choose one of the problems and write a short email to someone asking for help. Explain:
 - a what the problem is
 - b what you want them to do and when.
- 2 One person should write and the other(s) should dictate and check spelling, etc.

Deliver your email to another group. Read the email you receive and write a reply.

