## Day 29

## Vocab Review

## Fill in the blanks.

1. These figures clearly d $\qquad$ rate the size of the economic problem facing the country.
2. She tried to explain what had happened but he kept i______ting her.
3. It's really a_ _ _ ing when a train is late and there's no explanation.
4. They were a___ing over which film to go and see.
5. You don't seem very e______stic about the party - don't you want to go tonight?

## 2 Using the telephone

Module 2.6 Business telephone etiquette


LEAD-IN Today is Wednesday, October 7. Write the appropriate dates for the following meetings.

1. The budget meeting is scheduled for the day after tomorrow.
2. The next sales meeting is scheduled for next Monday.
3. The board meeting is scheduled for a week from next Thursday.
4. The annual meeting is scheduled for two weeks from Tuesday.

## Listening

Listen and fill in the blanks.

Receptionist: Good morning, Temple Books, $\qquad$ can I help you?
Yasu Itoh: Good morning. This is Yasu Itoh $\qquad$ Ozaki \& Co. $\qquad$ Tokyo. I wrote ..... Mr. Vickers last week and he sent me an email suggesting I $\qquad$ . to make an appointment $\qquad$ me to see him in London. We need to discuss the shipping books from Tokyo to London.
R: Oh yes, I'll put you through
. Mr. Vickers' secretary. Please $\qquad$ the $\qquad$
Secretary: Hello, Mr. Itoh. Thank you ...... calling. Now, when would be a good time for you to come to our office? YI: How about next week?
S: l'm sorry, next week's not possible $\begin{aligned} & \text { Mr. Vickers is }\end{aligned}$ $\qquad$ next week.

YI: Well, could we $\qquad$ it earlier then? I mean this week? How about the day after tomorrow?
S: ......... me have a look at his schedule. He's making a presentation ...... the board ..... nine, then he's meeting someone $\qquad$ the printers at eleven.
YI: How about lunchtime?
S: Sorry, he's having a $\qquad$ lunch at twelve, but he's free $\qquad$ 2 o'clock.
YI: Good. Could we $\qquad$ three o'clock? Would that be okay?
S : Yes, that's a good time for Mr. Vickers $\qquad$ the way, Mr. Vickers would like to invite you $\qquad$ dinner $\qquad$ that evening.
YI:That would be nice.
S: We look forward to $\qquad$ you in London on Friday, October 9.
YI: Great. Thanks very much $\qquad$ your help. See you then.

## (-i) Module 2.7 Changing appointments

## Structure

We follow the four part structure of a conversation about changing appointments:
(a) Refer to the original appointment
"We're supposed to meet today at one o'clock."
"I have an appointment at one o'clock with ..."
(b) Explain the situation. Give a reason for changing the appointment.
"I'm sorry, I really can't make it. Something's happened and I've got to go home early."
(c) Suggest a new day and time.
"Can we meet some other time?
(d) Confirm.
"Can I confirm that? The date is ..."

## Writing

Fill in the blanks.
Today is Wednesday, October 7. You have an appointment to see Mr. Johnson in Edinburgh, Scotland, at 1:30 today. But early this morning you learn that you have to go to Italy on urgent business to discuss a legal problem. So, unfortunately you must change your appointment with Mr. Johnson. Telephone the Personal Assistant ....... Mr. Johnson, Ms. Holmes. Try to fix an appointment ........ the following week starting on Monday, October 12. You'll be back from Italy on Wednesday, October 14. You'll be busy all day on Thursday and you'll have to attend an important meeting ......... Friday afternoon.
You: Hello, Ms. Holmes. This is (your name). I have an ............. at 1:30 ........ Mr. Johnson today. But I'm sorry, I really can't ........ it. I need to go to Italy this morning on urgent $b_{\_\_\ldots} \ldots$ s to discuss a legal problem.
Ms. Holmes: I u $\qquad$ nd.
You: I wonder if it is possible to $r_{-}$ $\qquad$ le the meeting.
Ms. Holmes: Certainly. When would be g $\qquad$ for you?
You: Well, I'll be b__ from Italy on Wednesday, October 14, but I'll be busy all day on Thursday and I have an important meeting on Friday afternoon. So how about Friday morning?
Ms. Holmes: Er . . . I_ _ me see . . . Could we say ten o'clock?
You: Oh, that's great! See you ..... 10 ...... Friday, October 16, then. Thanks ..... your help.
Ms. Holmes: You're $\qquad$

## Module 2.8 Ending a call

Many times people find it difficult to end a telephone conversation．There are some specific things that you can say to close you conversation professionally：

## Writing

Fill in the blanks．
Is there anything else I can help you w＿＿？Is there anything else you $\mathrm{n}_{\ldots}$＿？ If you need any further a＿＿＿＿＿＿＿e，please do call back．
Talk in the past tense and use＂closing＂phrases like＂I＇m really glad you c＿＿＿＿．＂
I don＇t want to t＿＿up too much of your time．
Thank the caller for his time，or for calling：Thank you for your t＿＿（in case you initiated the call）or Thank you for c $\qquad$ （in case you received the call），and end calls with a pleasant＂Goodbye＂not＂Bye－bye，＂＂Okie－dokie，＂ ＂Alrighty，＂or any other slang phrase
$>$ Who should hang up first？

Match each definition $(A-E)$ with today＇s vocabulary word（1－5）

## DEFINITIONS

A．needing immediate attention
B．to arrange something for a different time
C．to make something begin
D．help or support
E．connected with the law

1．initiate
2．legal
3．urgent
4．reschedule
5．assistance

Fill in the blanks．

1．The plumbing in this building is in $u$ $\qquad$ t need of repair．
2．I $r_{\text {＿＿＿＿＿＿led my doctor＇s appointment for later in the week．}}^{\text {m }}$
3．The government has $i_{\_\ldots} \quad$＿ed a program of economic reform．
4．Despite his cries，no one came to his a $\qquad$ nce．
5．They are currently facing a long I＿＿I battle in the US courts．

