

VISITING A CLIENT (2)

Scheduling an appointment (01)

IN CONTEXT 3 -5 min

Observe and answer the question:

| | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
|--------|--------|-------------------------------|-----------|--------------------|--------|----------|--------|
| Week 5 | | | | | | | |
| Week 4 | | 4 pm production meeting | | | | | |
| Week 3 | | | | 11 am Mr. Gomez | | | |
| Week 2 | | | | | | | |
| Week 1 | | | | | | | |

What is this document?

- a. An agenda
- b. A monthly calendar
- c. A weekly timetable

Look at the document above (with the days of the week)

What day and time is it?

Time Converter:

Paris, France: Thursday 8:00

Paris, France: Friday 10:00

Rome, Italy: Monday 21:00

Toronto, Canada: Saturday 16:00

Moscow, Russia: + 11 hours *Thursday 19:00*

Osaka, Japan: + 16 hours _____

Sydney, Australia: + 10 hours _____

Kuala Lumpur, India: + 12 hours _____

VOCABULARY 3 - 5 min

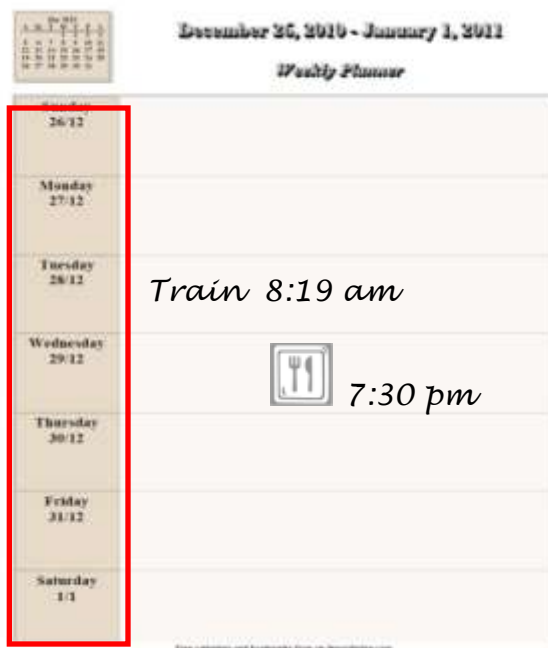
Observe the documents of Mr. Gomez

Document A. A schedule, a planner, an appointment book or a calendar



Document B.

A weekly calendar / a weekly planner



Document C. A timetable / A schedule



TRAIN SCHEDULE

| Date | Train | Departure | Arrival |
|----------------------|----------------------------|-----------|----------|
| April 8, 10, 12 | Colombo Fort to Badulla | 6.50 pm | 3.30 am |
| April 8, 11 | Colombo Fort to Hatton | 8.19 pm | 2.27 am |
| April 11 | Colombo Fort to Rambukkana | 9.15 am | 11.08 am |
| April 11 | Colombo Fort to Rambukkana | 7.30 pm | 9.09 pm |
| April 8, 11, 12 | Colombo Fort to Mahawa | 1.25 pm | 4.20 pm |
| April 10, 11, 12, 13 | Maradana to Galle | 6.10 am | 8.48 am |
| April 10, 11, 12, 13 | Maradana to Galle | 7.35 am | 10.19 am |
| April 10, 11, 12, 13 | Maradana to Galle | 8.00 am | 10.52 am |
| April 10, 11, 12, 13 | Maradana to Galle | 3.00 pm | 5.45 pm |
| April 10 | Mahawa to Galle | 9.00 am | 2.29 pm |
| April 9, 11, 19 | Badulla to Colombo Fort | 7.00 pm | 3.20 am |
| April 8, 11 | Hatton to Colombo Fort | 9.00 pm | 2.00 am |
| April 11 | Rambukkana to Colombo Fort | 11.20 am | 12.59 pm |
| April 11 | Rambukkana to Colombo Fort | 9.20 pm | 10.50 pm |
| April 8, 11, 12 | Mahawa to Colombo Fort | 5.00 pm | 8.14 pm |
| April 10, 11, 12, 13 | Galle to Maradana | 10.05 am | 12.39 pm |
| April 10, 11, 12, 13 | Galle to Maradana | 12.00 pm | 2.42 pm |
| April 10, 11, 12, 13 | Galle to Maradana | 12.40 pm | 3.46 pm |
| April 10, 11, 12, 13 | Galle to Maradana | 3.00 pm | 5.35 pm |

Read the descriptions

Image B:

It is a planner from Sunday to Saturday.

Image C:

| Date: | Departure: |
|---|------------|
| April 8 th , 11 th | 8:19 pm |
| April 11 th | 9:15 am |
| April 10 th , 11 th , 12 th , 13 th | 3:00 pm |

It represents a **week**.

The train leaves in the **evening**.

The train leaves in the **morning**.

The train leaves in the **afternoon**.

Match the vocabulary with the definitions in the table.

| | |
|--------------------|-----------------------|
| 1. A week is | a. 30 or 31 days |
| 2. A month is | b. from 8 am to 12 pm |
| 3. An afternoon is | c. A period of 7 days |
| 4. A morning is | d. After 6 pm |
| 5. An evening is | e. From 12 pm to 6 pm |

Look at the weekly planner (image B):

Mr. Gomez is free on Monday. He has time on Monday.

Mr. Gomez is not free on Tuesday at 8:30. He is on the train.

Is Mr. Gomez free on Wednesday at 9 am? Yes - No

Is Mr. Gomez free on Thursday? Yes - No

SCHEDULING AN APPOINTMENT 10-15 min

Observe:

Hmmm - used to take time to think or give an answer

I'm not free - used to say that you don't have time



An appointment -

Read the conversation between Jennifer and her client Mr. Gomez.

Jennifer Smith: Are you free this week for an appointment?

Mr. Gomez: Sure. Hmm, what about Wednesday at 4 pm?

Jennifer: It's impossible. How about tomorrow?

Mr. Gomez: Hmm, today is Monday. No, tomorrow Tuesday I'm not free.

Jennifer: How about Thursday at 11 am?

Mr. Gomez: Ok, that's fine.

Conversation Comprehension

1. This conversation is about:

- a. a meeting
- b. an appointment
- c. a visit

2. What does Jennifer do:

- a. She asks what day and time the conference is.
- b. She is changing the day of her meeting.
- c. She is setting a day and time to see Mr. Gomez.

3. It is Monday. Is Jennifer free on Tuesday?

- a. No, she is not.
- b. Yes, she is free tomorrow.
- c. She is free on Wednesday.

4. When is the appointment?

- a. Thursday at 11 am.
- b. Thursday at 4 pm.
- c. Tuesday at 11 am.

Scheduling an appointment:

To organize your time and decide what you will do on a certain day and time, you are going to set appointments with people as Jennifer does with her client Mr. Gomez.

To set an appointment, you will first ask if the person has time. To do so, choose any of the questions in the list.

| Asking if a person has time: | Asking if a person has time at a specific time: | Asking if a person has time on a specific day: |
|-------------------------------------|---|--|
| Are you free? Are you available? | Are you available / free + time period? Are you available tomorrow? Are you available this week? Are you available this month? Are you free this afternoon? Are you free tomorrow morning? Are you free tomorrow afternoon? | Are you available / free on + day of the week? Are you free on Monday? Are you available on Tuesday? Are you available on Wednesday? Are you free on Friday? |

| Refusing the appointment: | Accepting the appointment |
|--|---|
| It's impossible. No, I'm busy. I'm sorry, I can't. | Ok, that's fine. It's possible. Sure, I am free / available at that time. |

| Offer another appointment | Offer another time |
|--|--|
| How about + day and time? What about + day and time? | I can at + time I'm available / free at + time |
| How about tomorrow at 3 pm? How about Friday at 10 am? What about this afternoon at 5 pm? What about this morning at 11 am? | I can at 1 pm. I'm available at 2 pm. I'm free at 5 pm |

WRITING 10 - 15 min

Complete the dialogue

A: _____ (Are you / you are) available _____ (this / the) afternoon?
 B: No, I _____ (am busy/am free). _____ (what / when) about Thursday?
 A: It's _____ (possible / impossible). I have a meeting. How _____ (many / about) tomorrow?
 B: Hmmm... _____ (No, I can't / No, I'm) on Wednesday. I am free on Friday.

Look at your calendar

| Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
|-----------------------|-----------------------------|--------------------------------|----------------------------------|-----------------------------|----------|--------|
| 9 to 11 am meeting | Paris Airport to Rome | Business trip Italy Rome | 9 pm Rome Airport To Paris | Conference 11 am to 6 pm | | |

Complete the dialogue

A: Are you free on _____?
 You: No, _____. How about _____ afternoon?
 A: It's impossible. _____ Monday?
 You: Sure. What _____ in the _____ at _____?
 A: Ok, That's fine.

READING: 10 - 15 min

Read the conversation and choose the correct answer:

A: Are you free today in the afternoon?
 B: No, I'm busy. How about Thursday?

A: It's impossible. I have a conference. How about tomorrow?

B: Hmmm... Yes, I can on Wednesday.

The appointment is (today / tomorrow).

Today is (Tuesday / Wednesday / Thursday).

Look at the dialogue. Rearrange the phrases so the dialogue is correct.

A: Are you free this month?

B: Ok, that's fine.

A: How about Friday at 11 am?

B: Sure. Hmm what about Wednesday at 10 am?

A: It's impossible. How about tomorrow?

B: No, I'm not available.

SPEAKING

Complete and read aloud:

Q: _____ free on _____

A: Yes I am. I'm free on Monday _____

Q: _____ 5 pm?

A: No, It's impossible.

Q: What _____ at _____?

A: Ok, that's fine. I' _____ Monday _____ .

ROLE PLAY

You and your teacher are setting an appointment.

Look at your schedule. Your teacher starts the dialogue.

| Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
|----------|----------|---------------------|---------------------------|--------------------|----------|--------|
| VACATION | VACATION | 2 - 6 pm Meeting | 9 - 12 pm Presentation | Morning: Report | | |

Step 1: Respond and offer to set an appointment on a specific day.

Step 2: Respond and offer to set a time for an appointment.

Teacher's instructions:

Ask if the student is free on Monday.
Refuse the student's appointment on that day
Offer to set an appointment on Thursday morning.
Accept the time of the appointment.

Write the role play.

Teacher: _____
Student: _____
Teacher: _____
Student: _____
Teacher: _____

VIDEO Scheduling an appointment

This video is about making an appointment. It has two parts:

Part 1: Asking for information

Part 2: Scheduling a meeting

The objective of this exercise is to listen and understand a conversation about making an appointment.

1. Watch the video

<http://www.youtube.com/watch?v=4QXjrH5-gDg&feature=related>

```
<object style="height: 390px; width: 640px"><param name="movie"
value="http://www.youtube.com/v/4QXjrH5-gDg?version=3"><param
name="allowFullScreen" value="true"><param name="allowScriptAccess"
value="always"><embed src="http://www.youtube.com/v/4QXjrH5-gDg?version=3"
type="application/x-shockwave-flash" allowfullscreen="true"
allowScriptAccess="always" width="640" height="390"></object>
```

Part 1: Asking for information

Who is speaking?

- a. Mr. Smith's secretary and Mr. Johnson
- b. Mr. Smith and his colleague
- c. Mr. Smith and his secretary

Part 2: Scheduling a meeting

Who is speaking?

- a. Mr. Smith and Mr. Johnson
- b. Jane and Lisa
- c. Mr. Johnson and his secretary

2. What the video again

Part 1 Asking for information

Select T for True and F for False:

- 1. Mr. Smith asks his secretary to organize a meeting in the afternoon. T - F
- 2. Mr. Smith asks his secretary to schedule an appointment with Mr. Johnson. T - F
- 3. The meeting will be on Tuesday. T - F
- 4. The meeting will be at Mr. Johnson's office. T - F

Part 2: Scheduling a meeting

Select the correct answer:

1. What does Lisa (Mr. Johnson's secretary) ask Jane (Mr. Smith's secretary)?

- a. Jane's name
- b. the day and location of the meeting
- c. what the meeting is about

2. At what time is the meeting going to be?

- a. in the afternoon
- b. 2 am
- c. 10 am

3. When is the meeting?

- a. on Monday
- b. on Thursday
- c. on Friday

QUIZ 8 - 12 min

Place the days in the correct order:

Sunday

Thursday

Wednesday

Tuesday

| Days of the week |
|------------------|
| 1. Monday |
| 2. |
| 3. |
| 4. |
| 5. Friday |
| 6. _____? |
| 7. |

What day is missing in question 6?

Place the words in the calendar where they belong:

morning

week

afternoon

today

tomorrow

|(a) | |(b) | | | | |
|---------------------|---------------------|---------------------|---------------------|---------------------|----------------------|----------------------|
| May 5 th | May 6 th | May 7 th | May 8 th | May 9 th | May 10 th | May 11 th |
| 8:00 | 8:00 | 8:00 | 8:00 | 8:00 | 8:00 | 8:00 |
| 10:00 | 10:00 | 10:00(c) | 10:00 | 10:00 | 10:00 | 10:00 |
| 12:00 | 12:00 | 12:00 | 12:00 | 12:00 | 12:00 | 12:00 |
| 2:00 | 2:00 | 2:00 | 2:00 | 2:00 | 2:00 | 2:00 |
| 4:00 | 4:00 | 4:00 | 4:00 | 4:00.....(d) | 4:00 | 4:00 |
| 6:00 | 6:00 | 6:00 | 6:00 | 6:00 | 6:00 | 6:00 |
|(e) | | | | | | |

Look at the dates and fill in the blanks:

Tuesday, May 6th.

_____, May 5th.

Wednesday, May 7th.

_____, May 8th.

_____, May 9th.

_____, May 10th.

Sunday, May 11th.

Match the phrases and uses:

| | |
|---|---|
| <ol style="list-style-type: none">1. ____ Are you free?2. ____ No, I'm sorry. I'm busy.3. ____ I 'm free at this time4. ____ How about this morning?5. ____ Are you available on Wednesday?6. ____ It's possible | <ol style="list-style-type: none">a. Offer a period of time for an appointmentb. Ask if a person has time on a specific dayc. Refusing an appointmentd. Accepting an appointmente. Ask if a person has time |
|---|---|

Complete the dialogue:

A: _____(Are you/Do you) available today?

B: Today is Monday. No, I'm _____(free/busy). _____ (What about tomorrow/ How about this) afternoon?

A: I'm sorry, I _____(can / can't). What about _____(Thursday/Tuesday)?

B: That's fine. Is 4 pm possible?

A: I can _____(at/on) 4 pm.