

GBS Day29

Fill in the blanks.

Answer Key: 1. demonstrate 2. interrupting 3. annoying 4. arguing 5. enthusiastic

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

Answer key:

The day after tomorrow → Friday, October 9

Next Monday → Monday, October 12

A week from next Thursday = one week after next Thursday → Thursday, October 15

two weeks from Tuesday = two weeks after next Tuesday → Tuesday, October 27

Listening

Receptionist: Good morning, Temple Books, **how** can I help you?

Yasu Itoh: Good morning. This is Yasu Itoh **from** Ozaki & Co. **in** Tokyo. I wrote **to** Mr. Vickers last week and he sent me an email suggesting I **call** to make an appointment **for** me to see him in London. We need to discuss the shipping **of** books from Tokyo to London.

R: Oh yes, I'll put you through **to** Mr. Vickers' secretary. Please **hold** the **line**.

Secretary: Hello, Mr. Itoh. Thank you **for** calling. Now, when would be a good time for you to come to our office?

YI: How about next week?

S: I'm sorry, next week's not possible — Mr. Vickers is **away** next week.

YI: Well, could we **make** it earlier then? I mean this week? How about the day after tomorrow?

S: **Let** me have a look at his schedule. He's making a presentation **to** the board **at** nine, then he's meeting someone **from** the printers at eleven.

YI: How about lunchtime?

S: Sorry, he's having a **working** lunch at twelve, but he's free **from** 2 o'clock.

YI: Good. Could we **say** three o'clock? Would that be okay?

S: Yes, that's a good time for Mr. Vickers. **By** the way, Mr. Vickers would like to invite you **for** dinner **on** that evening.

YI: That would be nice.

S: We look forward to **seeing** you in London on Friday, October 9.

YI: Great. Thanks very much **for** your help. See you then.

Writing

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 **to** Mr. Johnson, Ms. Holmes. Try to fix an appointment **for** 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 **on** Friday afternoon.

You: Hello, Ms. Holmes. This is (your name). I have an **appointment** at 1:30 **with** Mr. Johnson today. But I'm sorry, I really can't **make** it. I need to go to Italy this morning on urgent **business** to discuss a legal problem.

Ms. Holmes: I **understand**.

You: I wonder if it is possible to **reschedule** the meeting.

Ms. Holmes: Certainly. When would be **good** for you?

You: Well, I'll be **back** 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 . . . **let** me see . . . Could we say ten o'clock?

You: Oh, that's great! See you at 10 on Friday, October 16, then. Thanks for your help.
Ms. Holmes: You're welcome.

Writing

Is there anything else I can help you with? Is there anything else you need?

If you need any further assistance, please do call back.

Talk in the past tense and use "closing" phrases like "I'm really glad you called."

I don't want to take up too much of your time.

Thank the caller for his time, or for calling: Thank you for your time (in case you initiated the call) or Thank you for calling (in case you received the call), and end calls with a pleasant "Goodbye" not "Bye-bye," "Okie-dokie," "Alrighty," or any other slang phrase

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

Answer Key:

A- 3; B- 4; C-1; D-5; E-2;

Fill in the blanks.

Answer Key: 1. urgent 2. rescheduled 3. initiated 4. assistance 5. legal