

Unit 7

I need an appointment.

Contents

1. Talking about time and dates
2. Making informal arrangements and making an appointment
3. Confirming, rescheduling and canceling an appointment



Behavioral objectives

At the end of this unit, the students should be able to:

1. Tell the time and fix a date in English accurately.
2. Employ a variety of phrases to make plans and make an appointment.
3. Use phrases to confirm, reschedule, and cancel an appointment.

🕒 Part 1: Warm-up

1. *What would you say if you wanted to ask your friend out to eat Thai barbecue?*

Making an appointment, making plans, or making a reservation

Instructions: Complete the following words. Make sure you spell them correctly.

1. I call the dentist to make an **a** _____.
2. I plan to see Eve, a friend of mine. I really want to **h**_____ **o**_____ with her.
3. Rakchat wants to dine out at an expensive restaurant with his family. He needs to make a **r**_____.
4. My cousin wants to have a seat on an airplane. She needs to **r**_____ the seat.



2. Do you know how to book an appointment to see a doctor in English?

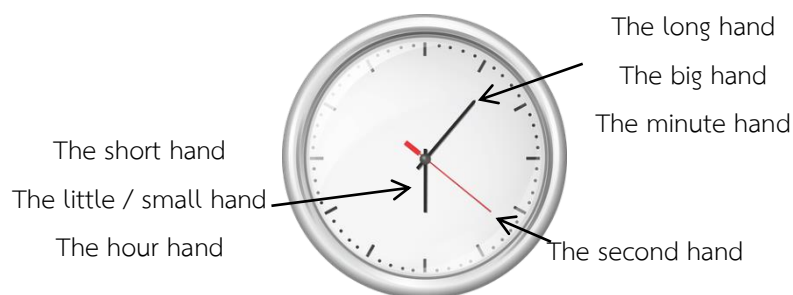
Instruction: Fill in the table with the correct part of speech of the following words.

free	appointment	suit	pick up	make
time	available	look forward to	convenient	book



Noun (n.)	Verb (v.)	Adjective (adj.)

Types of clocks



An analog clock



A digital clock

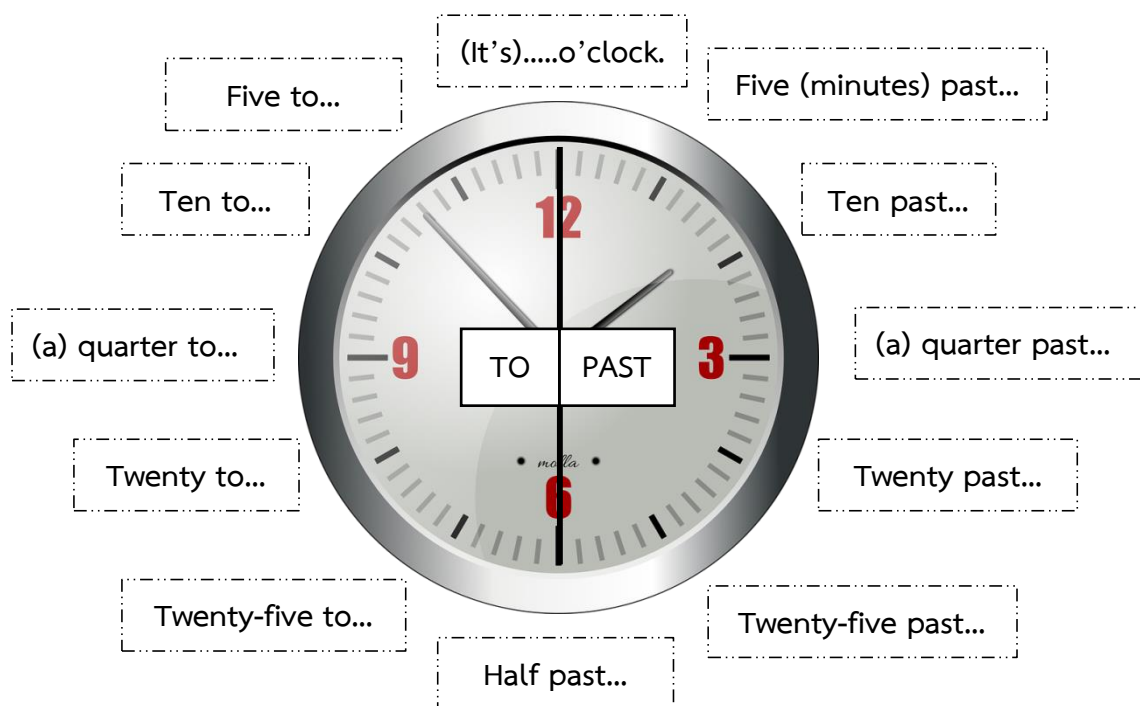
What time is it?

FORM 1	FORM 2	FORM 3
What time is it?	Do you have the time?*	Do you know what time it is?
What's the time?	Have you got the time?	
What's the time by your watch?	Can / Could you tell me the time, please?	

*If you say 'Do you have time', it means 'Are you available?'.

► ColloVocab: Take your time

How to read a clock



American or British English

Time	American English (AmE)	British English (BrE)
3:30 or 3.30	Three thirty	Half past three, half three
8:15	Eight fifteen Quarter past eight Quarter after eight	Quarter past eight
11:45	Eleven forty-five Quarter to twelve Quarter <u>till</u> twelve Quarter of twelve	Quarter to twelve
8:00	It's eight, Eight o'clock	It's eight, Eight o'clock
5:04	Five oh four Five-O-four (We don't really write this. We say it.) Five past five*	Five past five*

Note that: *Fifteen minutes past...* is strange, not natural, and less common in English. *Fifteen minutes to...* is rarely used. Moreover, don't say *thirty past...* when telling time.

Questions!

1. How do you say 12:58 or 12:59?
2. How do you say 12:02 or 12:03?



Pronunciation

Time	American English	British English
9:15	Quarter past nine /'kwɔːrər/ /pæst/	Quarter past nine /'kwɔːtə/ /pɑːst/
10:30	Half past ten /hæf/	Half past ten /hɑːf/

PM pm p.m. VS AM am a.m.

PM	AM
12 noon - midnight	Midnight – 11:59
12:00 pm = noon (It's noon / midday.)	12:00 am = midnight (It's midnight.)

Use am or pm to tell the difference between the morning and the evening.

☺ Over to you!

Practice reading the time below.

- a. 7:30 b. 9:00 c. 3:45 d. 11:20 e. 10:00 f. 6:25

Dates in English

American English	British English
MM/DD/YYYY	DD/MM/YYYY
12/5/18	5/12/18
2.02.18	22.05.18
7-3-2018	23-9-2018

January 21, 2018 January 21st, 2018 January the twenty-first, 2018 Two thousand eighteen (2018)	30 August 2018 31st August 2018 The thirtieth of August 2018 Two thousand and eighteen (2018)
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🎧 Part 2: Conversations



Conversation 1

Eve: _____ is it?

Chris: Half past four.

Eve: _____.

Chris: No problem.



Conversation 2

Lindsay: Excuse me. _____ tell me the time, please?

Perry: Yes, of course. It's eight o'clock.

Lindsay: Thank you.

Perry: You're _____.



Conversation 3

Linda: I'm flying to Japan _____ for an international conference.

Sally: Really? What time is your flight?

Linda: It's in the evening, ____:____ pm.

Sally: I finish work at 6 o'clock so let's have dinner together. Then I'll go to the airport with you to _____ you _____!

Linda: That's nice of you! I don't need to check in until around _____ so that will be perfect.



 **Conversation 4** (Telephone conversation)

Lisa: Hello?

Golf: Hey, baby. _____ a bite at that new restaurant?

Lisa: Sure. When?

Golf: _____ at 10:15?

Lisa: I can't wait.



Question: What might be inferred from Conversation 4?

- a. Golf is Lisa's acquaintance. b. Golf is Lisa's boyfriend.
- c. Golf and Lisa are talking face-to-face.

 **Conversation 5** (Telephone conversation)

Jack: Hello?

Kate: Hey, sweetie. Did you miss me?

Jack: I missed you heaps. I dreamt about you last night.

Kate: _____ somewhere together?

Jack: Sure! Where?

Kate: Don't know yet?

Jack: Do you want to go see a movie?

Kate: What movie? When?

Jack: *Insidious: Chapter 4* at 8:20. I'll pick you up at ____:____.

Kate: Okay! Don't be late.

Jack: Sure. _____.



Question: How is Kate going to the movies?

- a. Jack is going to see her off. b. Jack is going to drop her off.
- c. Jack is going to give her a ride. d. Jack is going to call her a cab.

 **Conversation 6** (Telephone conversation)

Eve: Hi. Can I speak to Alice, please?

Alice: Speaking.

Eve: Hi Alice. It's Eve.

Alice: Oh, hi Eve. What's up?

Eve: I _____ if you fancied going to a fitness center this Saturday.

Alice: This Saturday? Let me see. It should be okay. _____?

Eve: Let's say 4:30 p.m.? Is that _____ you?

Alice: Yes, 4:30 is good.

Eve: Okay. I'll pick you up at 4 on Saturday.

Alice: Great. I _____ it.

Alice: Same here. See you then. Bye.

Eve: Bye.



 **Conversation 7** (Telephone conversation)

Paul: Hey Adam! I'm going to see *La La Land*. Are you _____ this weekend?

Adam: Sure, who else is going?

Paul: Just you and me.

Adam: When are you going?

Paul: _____.

Adam: That would be _____. Where do you want to meet?

Paul: Let's meet in front of the movies at 6:30.

Adam: Great. I'll see you there.



Question: According to Conversation 6, Eve is sort of _____.

- a. flirtatious
- b. health-conscious
- c. ravishing
- d. hot

Note

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► **Itchy-Idiom:** Time flies when we're having fun.

 Conversation 8

Joe: Nook. Do you think we can _____ sometime next week to talk about the VGE103 project?

Nook: Sure. When is _____ you?

Joe: Wednesday afternoon would be fine. Is 3 o'clock _____?

Nook: I have another assignment to do at that time. _____ Friday afternoon?

Joe: Friday morning is _____.

Nook: Okay. Can we _____ at 9:30?

Joe: Sure. See you then.

Nook: See you.


 Conversation 9

Man: It's almost New Year's Day. What are you doing this Friday?

Woman: Nothing special, just working. Why do you ask?

Man: Well, I still haven't finished buying gifts for my parents and friends. Do you want to come along?

Woman: I'm _____. I don't think I _____ this Friday. I have been _____ lately. Can we go on Sunday _____?

Man: Sunday's not good. I think the shopping centers will be very crowded.

Woman: That could be. So, I'll let you know if I can go with you.

Man: Yeah, that's fine.


 Conversation 10

A: So, the 10th _____ for you. How about something the following week?

B: That would be the week of the 19th. Let's see... I have time on Wednesday morning and Thursday afternoon. Does either of those work for you?

A: Wednesday doesn't; I might be _____ all day. Thursday is fine. _____, 11:30?

B: OK, 11:30 Thursday.

Adapted from http://www.english-test.net/toEIC/listening/scheduling_an_appointment.html

► **Itchy-Idiom:** Time heals all wounds.

 **Conversation 11**

Receptionist: The Flix Clinic. How may I help you?

Abbie: Oh, hi, I wanted to _____ to see Dr Kim, please

Receptionist: Of course. Could I have your name please?

Abbie: Yes, it's Abbie Baker.

Receptionist: OK, then does Tuesday at 1 pm work for you?

Abbie: Oh, erm, I've got a meeting at 1 pm.

Receptionist: OK, _____ Wednesday at 10am?

Abbie: Perfect.

Receptionist: What's the purpose of the visit?

Abbie: Just, a routine check-up.

Receptionist: Could I _____ your cell phone number, please?

Abbie: Yes, it's 085689453.

Receptionist: Great. Thanks a lot.



Question: Who is Kim?

- a. Kim is a receptionist.
- b. Kim is a doctor.
- c. Kim is Abbie's teacher.

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► **Itchy-Idiom:** Time will tell.

 **Conversation 12**

Clinic: Happy Pets animal clinic. How may I help you?

Jessica: Oh, hi, I _____ whether I could _____ an appointment for my pet parrot?

Clinic: OK. Can I have your name, please?

Jessica: Yes. It's Jessica Harper.

Clinic: Have you been here before?

Jessica: Yes.

Clinic: What was your name again? I can't seem to be able to locate it.

Jessica: Harper. Jessica Harper. Maybe we're registered under my husband's name.

Clinic: Oh, yes, here it is. So, what seems to be the problem?

Jessica: Well, it's our pet parrot--Rocky-- he's been a bit aggressive lately.

Clinic: OK, well, we could _____ an appointment to see the pet psychologist.

Jessica: Psychologist?

Clinic: Yes, she'll evaluate the situation and see if there's anything that you could do to help him return to normal.

Jessica: Great.

Clinic: So, what time is good for you?

Jessica: I just need an _____ appointment. It could be around 6 or 7.

Clinic: All right. Let me check, and I will call you back later.



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► **Itchy-Idiom:** All in good time.



Conversation 13 (Voicemail)

Hi Gustavo, it's Siwanon. It's 8:30 on Monday morning, and I'm calling about our meeting on Thursday – I'm _____ we need to _____ it. There are some visitors coming to our company in the morning, and I'm going to have to stay with them the whole day. But I'm free Wednesday afternoon after 3, or Friday morning anytime before 11 – just let me know what time _____ _____ _____ you. Please give me a call at 864-1037, extension 995. Again, that's 864-1037, extension 995. Talk to you later – bye.

Conversation 14 (Telephone conversation)

Fatima: Hello. May I speak to Mr. Pedro, please?

Pedro: Pedro talking. Who's on the line?

Fatima: This is Fatima from ABC Company. I'm _____ _____ _____ Mr. Chan's appointment with you tomorrow. He had to go to China due to a family emergency.

Pedro: Okay. Thank you for _____ _____. When's he coming back?

Fatima: I think he'll be back on Wednesday.

Pedro: All right. Just let me know when he's back.

Fatima: Sure. I'll do that.

Adapted from <http://teachem.com/learn/10161/cancelling-an-appointment-business-english-lessons-spoken-english-videos>

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☺ Part 3: Useful expressions

Making arrangements / plans, not making an appointment

- Do you **want to (wanna)** see a movie (on) Saturday at 3?
- Do you **feel like** eating seafood this evening?
- F** _____ going shopping this weekend?
- Wanna** grab a drink after this class?
- Wanna** grab a bite somewhere close?
- Hey, I'm trying to **get a group together** for dinner on Friday. (Do you) **Feel like** joining?
- Shall we **meet up**?



Scheduling an appointment

- Are you **fr** _____ next Saturday?
- Are you **av** _____ (on) Wednesday the 15th?
- Is next Tuesday **con** _____ for you?
- Is 5:30 tomorrow **OK**?
- Is there **any** _____ **available** on Wednesday afternoon?
- Is it **pos** _____ to book an appointment, please?
- Is there **any chance** we could **meet this week**? (*formal*)



- Does Friday **w** _____ for you?
- Do you **have any t** _____ on Wednesday afternoon?



- Can we **m** _____ **it tomorrow**?
- Can I **b** _____ an appointment on Sunday, please?
- Could we **m** _____ at 10:00 am on Saturday?
- Could I **sch** _____ **a time** to meet with Mr. Smith?
- May I **make** an appointment for a check-up, please? (*polite*)
- Would Tuesday be **OK** (with, for you)?
- Would Sunday at 3 pm **work**?
- Would late afternoon be **convenient**?
- Would Friday **suit** you? (*formal*)



- s. How is **Monday** for you?
- t. When is **convenient** for you?
- u. When would be a **g** ___ ___ **time** for you?
- v. Which day is **better** for you? **Saturday** or **Sunday**?
- w. Which day did you have **i** ___ **m** ___ ___ ?
- x. What time is **best** for you?



- y. I **need an appointment**.
- z. I'd like to **schedule an appointment / a meeting** with Ms. Hill.
- aa. I'd like to **make an appointment** with Dr. Erin.
- bb. I'd like to **arr** ___ ___ ___ **an appointment** to see Ms. Marissa.
- cc. I'd like to **book an appointment** to see the dentist today. (if you can / if possible)
- dd. **I was wondering if** I could come and see you **sometime next week**. (*formal & polite*)



Confirming the meeting time

- a. That's **fine / okay / good / great / perfect**. **See you** later.
- b. (That) **sounds fine / okay / good / great**.
- c. **Yes, that'd be great**.
- d. **Yes, I'm free** tomorrow.
- e. **Yes, Monday is fine**.
- f. **Yes, Thursday would be fine / perfect**.
- g. I'll **see you** then. / **OK, see you** then.
- h. **Tuesday at 8 suits** me.
- i. **Sure, why not**.
- j. **Wednesday afternoon works for** me. Does it **work for** you?
- k. That **should work**.
- l. I can **fit you in** at 4:30.



Rescheduling an appointment and suggesting another time and date

- a. **I'm afraid I can't meet** you on **Monday at 8:30**. H ___ ___ **ab** ___ ___ ___ /
W ___ ___ ___ **ab** ___ ___ ___ **Wednesday afternoon**?
- b. **I'm afraid I'm rather b** ___ ___ ___ **on Thursday at that time**. Would **12** be **ok**?

► **Itchy-Idiom:** The time is ripe.

- c. I'm sorry, I **won't be able to make it** on Monday. Could we **meet** on Tuesday **instead**?
- d. I'm afraid I'm **t** _____ **up** all day tomorrow. **How about** the day after tomorrow?
- e. Monday isn't **quite convenient for** me.
- f. Friday's **not good**. **How about** Sunday?
- g. **No**, that **won't work**.
- h. I'm sorry, but Monday is **all taken up**. (*formal*)



- i. Could we **put** _____ the meeting until **next week**?
- j. Would it be possible to **arrange** another time **later this week**?
- k. I need to **post** _____ our meeting. I **have a conflict in my schedule**.
- l. I think we need to **reschedule** our meeting because...
- m. I'm sorry, but we need to **shift** it to Friday because / since / as...
- n. Something's **come up / came up**. Could you please **reschedule** my appointment?
- o. I'd **prefer** to **meet** you on Wednesday at 1pm. Is that **okay**?
- p. I'm sorry. We're **fully booked** this morning. **What about** 4 o'clock?
- q. Monday **seems to be a little difficult**.



Canceling an appointment

- a. I'm afraid I **can't go** with you tomorrow. I'm **really sorry**. Something urgent **has come up**.
- b. I'm sorry. I **can't make the meeting**. Can we **cancel** it **or** _____ until **next Tuesday**?
- c. I'm sorry. I **can't make it** this Friday.
- d. I'm calling to **cancel** Mr. Larson's appointment with you **tomorrow**. He has to go to Singapore for a meeting.
- e. I'm sorry. I **can't meet** you today. I have to see my doctor.
- f. **Sorry**. I think I **have another appointment at that time**.
- g. Something urgent **has just cropped up**, and I **won't be able to meet** you **today**.

► **Itchy-Idiom:** The third time's the charm.

► Scan the QR codes below to watch the YouTube videos and see if you are able to pick out words and expressions you have learned. Don't forget to write new words and expressions. So, listen carefully. Here we go!

1.



Vocabulary note

2.



Vocabulary note

► **Itchy-Idiom:** 7-Eleven is open **24/7** (around the clock).

3.



Vocabulary note

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4.



Vocabulary note

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🎧 Part 4: Speaking practices

(Adapted from Snelling, 2013)

🎧 Call a friend to make an arrangement. Prepare your conversation with your partner. You can begin with greeting one another before making plans, giving your response, confirming the time, and saying goodbye. And don't forget to sound enthusiastic in your response.

🎧🎧 Your friend calls you to check an arrangement. Apologize and explain why you need to postpone or change the arrangement. Also, give your response and say thank you. Don't forget to sound sorry.

🎧 Part 5: Communicative activity

🎧 Role-play: Imagine you and your classmate were a doctor and patient or business people trying to make a formal appointment. Create a dialogue using as many appropriate expressions you have learned as possible.

🎧 Part 6: Quiz 1

Fill in the blanks with the words given in the box (1-5).

perfect	work	schedule
available	Would	pencil

A: Hi. This is Eve English Academy.

B: Yes. I'd like to (1) _____ an appointment with Dr Eve.

A: What's your name?

B: Sara Smith.

A: Oh, hi Sara. She's expecting you.

B: Great. Does she have anything (2) _____ tomorrow?

A: (3) _____ 10 AM work?

B: Yes. That's (4) _____.

A: Great. I'll (5) _____ you in.

B: Thanks. Bye.



► **Itchy-Idiom:** We had the time of our lives at Dream World.

Quiz 2

Fill in the blanks with either *in*, *on*, or *at*.

_____ eight o'clock, _____ lunchtime, _____ night, _____ Christmas, _____ noon,
 _____ midnight, _____ bedtime, _____ sunrise, _____ sunset, _____ dawn, _____ dusk,
 _____ the weekend (BrE)

_____ Saturday, _____ Friday night, _____ my birthday, _____ January 1,
 _____ Christmas day, _____ the weekend (AmE), _____ time

_____ the morning, _____ February, _____ 2018, _____ the 1990s, _____ 2 weeks,
 _____ (the) winter, _____ time

It doesn't matter how slowly you go as long as you do not stop. – Confucius



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