Carmela: You’ll hear the most useful expressions used at work, and there’ll be lots of phrases so have a pen and paper ready so that you can write down the language used. Last time we gave you some useful expressions for connecting callers – for putting people through, for taking messages and for dealing with wrong numbers. Now, this time we’ll be looking at making arrangements…..such as arranging appointments and booking flights and accommodation. As usual, I’m joined by David Evans, our business English expert. David, why is it so useful to have quick expressions for these situations?

David: I suppose it’s because when we make arrangements we want to make sure that we are communicating clearly, quickly and efficiently. After all making arrangements can be complicated enough, without having to struggle to find the write English phrase.
Carmela: Well, let’s have a listen to the right English phrases now in the following telephone conversation. Someone wants to make an appointment – do they succeed?

CLIP

David: Education Department.

Rachel: Hi David, it’s Rachel. Can I speak to Jenny please?
David: Oh, hi Rachel, I’m sorry she’s on the other line right now, can I help?
Rachel: Well actually I’m phoning to arrange an appointment. She wanted to see me about the schools project - towards the end of this week, I think she said.
David: Okay, let me see … (consults the diary).how about Thursday morning?
Rachel: I can’t make it in the morning, I’m afraid. I’m over at the other site. Can Jenny do the afternoon?
David: No, she’s got a meeting for most of the afternoon. What about Friday then?
Rachel: Sure. Some time in the morning?
David: Yes, I think the best time would be about 11.
Rachel: Fine by me. So 11am this Friday.
David: It’s in the diary Rachel. See you then!
Rachel: Will do. Thanks David, bye!

END OF CLIP

Carmela: Well the appointment’s finally made, but only after a lot of discussion! David, can you tell us about the phrases that the caller used to explain why they were making the phone call?
David: Right at the beginning, the caller said, **I’m phoning to arrange an appointment**….Now the first half of that sentence is a very useful phrase - **I’m phoning to**….you can use it in all sorts of contexts. **I’m phoning to enquire about** something, **I’m phoning to book a hotel room** and in this case of course **I’m phoning to arrange an appointment**. **Arrange** is a verb you’ll often hear in this type of situation. You can arrange an appointment or arrange a meeting. Anytime where two or more people come together arrange is a very useful verb for you.

Carmela: And then when they were discussing possible times for the appointment, they used some short phrases – what were they?

David: Short phrases to suggest the times or suggest the date. We heard two of them, **How about?** and **What about?** We heard the suggestion **How about Thursday morning?** and then later the secretary said **What about Friday?** We also heard the expression **I can’t make it** meaning it’s not possible for me to go to a meeting on that day. **Make it** again is used a lot when we’re talking about arrangements…. **I can make it on Tuesday** meaning it is possible for to go on Tuesday. **I can’t make it on Thursday** meaning that it’s not.

Carmela: Let’s hear another telephone conversation now. This one is slightly more formal than the last one but is the language similar?
**CLIP**

Michelle: Mr Hibberd’s office

Peter: Hello, can I speak to Brian Hibberd, please?

Michelle: I’m afraid he’s in a meeting until lunchtime. Can I take a message?

Peter: Well I’d like to arrange an appointment to see him, please. It’s Peter Jefferson here.

Michelle: Could you hold on for a minute Mr Jefferson. I’ll just look in the diary. (pause, rustle). So when’s convenient for you?

Peter: Some time next week if possible. I gather he’s away the following week.

Michelle: Yes, that’s right, he’s on holiday for a fortnight.

Peter: Well, I need to see him before he goes away. So would next Wednesday be okay?

Michelle: Wednesday …let me see … he’s out of the office all morning. But he’s free in the afternoon, after about 3.

Peter: 3 o’clock is difficult. But I could make it after 4.

Michelle: So shall we say 4.15 next Wednesday, in Mr Hibberd’s office?

Peter: Yes, that sounds fine. Thanks very much

Michelle: OK then, bye.

**END OF CLIP**

Carmela: Well a slightly more formal telephone conversation but yes, some of the language was quite similar. David, could you pick out some of the useful phrases that we heard?

David: Again we heard another phrase for suggesting a date. We heard Would next Wednesday be okay? And we heard that expression make it again …I could
Carmela: Now, something else we often have to do on the telephone is book flights, book accommodation, especially if we have a meeting out of town or a conference to attend somewhere. During this next phone conversation listen out for some of those important phrases that will help you book and arrange what you need to.

**CLIP**

Dolores: Hello! Dolores speaking!

Tim: Ah, yes, hello. **I’d like to enquire about** flights to Hong Kong from Kennedy airport in New York, please. I’m off to a conference at the end of the month - Thursday 22nd until Tuesday 27th. **Could you tell me about** the flight availability and prices?

Dolores: Certainly, do you want to go economy, business or first class?

Tim: Well I’d like to go first class, but unfortunately I’ll have to go economy, company rules, you see.

Dolores: (laughs) Yes, sure, I understand. How many of you will be travelling?

Tim: Ah, It’s just me.

Dolores: Okay so that’s one seat … economy … New York - Kennedy to Hong Kong airport …tap tap tap… .

Tim: And, how much will that be?

Dolores: Let me see …. to qualify for the discount rate, you need to stay over a Saturday, which you are doing ….. yes, that’ll be $830.

Tim: Right, and **does that include** airport tax?

Dolores: No, tax is another $70 on top of that.

Tim: Okay. Can I book that then?

Dolores: Certainly …… tap tap tap

**END OF CLIP**
Carmela: So what expressions did the caller use there?

David: Well again the caller began by explaining why they were making the call. **I’d like to enquire about flights?** He could easily also have said I’m phoning to enquire about flights. He then went on and asked his first question, **Could you tell me about flight availability?** Again a useful phrase that - **could you tell me about**…Then towards the end of the conversation he wanted to check whether there were any extras in the price and he used the expression **does that include airport tax?** Again when your checking prices, very useful phrase - **does that include**…?

Carmela: Well the caller needed more information - this time about hotel rooms. Let’s go back to that same conversation and listen to the phrases he uses to book a hotel room.

**CLIP**

Dolores: And, can I help you with anything else?

Tim: **Yes, I’d like to book a hotel room** too for the full 5 nights. Could you check if the Regency Hotel has any rooms free?

Dolores: Yes, they do.

Tim: And **is there a discount** rate for conference delegates?

Dolores: Yes, there is. I think it’s 10% but I can check that for you.

Tim: Okay, do you mind if I book it provisionally for now, and I’ll call you back later to confirm. I just need to check one or two details.
Dolores: That’s fine sir. Can I help you with anything else?
Tim: No, that’s all for now. As I said, I’ll call you back!

END OF CLIP

Carmela The caller wants a lot of information about the hotel, about prices. Now David, can you isolate some of the phrases that he uses to get the information quickly and easily?

David Again, first of all he explains exactly what he wants using the phrase I’d like to, I’d like to book a hotel room. He then enquires about the price, using the expression is there a discount? In other words he’s trying to find out if he can get a lower reduced price for the room. Is there a discount is a phrase you can use in many different situations. In a shop you might say is there a discount for cash? for example.

Carmela And it’s useful to be able to reserve something but not actually commit yourself to it. How did the caller make that arrangement?

David The phrase he used was would you mind if I book that room provisionally and then call back later to confirm? Now, what he means by that is it’s not a definite, fixed, firm booking. Would you mind if I book that room provisionally? So the receptionist will write it down but it’s not a fixed
booking because he’s going to call back, he’s going to call again to confirm that he really wants the room.

Carmela Let’s have another quick listen to those phrases. Is there a discount, book provisionally and confirm later….

CLIP

Tim: And is there a discount rate for conference delegates?
Dolores: Yes, there is. I think it’s 10 percent but I can check that for you.
Tim: Okay, do you mind if I book it provisionally for now and I’ll call you back later to confirm. I just need to check one or two details.
Dolores: That’s fine sir. Can I help you with anything else?
Tim: No, that’s all for now. As I said, I’ll call you back.

END OF CLIP

Carmela OK, thanks David. And, just to say that David Evans will be joining me next time for more Business Language to Go.