

Making arrangements

Getting started

Work with a partner and discuss the following questions.

- Which of the following methods (a–e) do you use to help you remember the dates and times of appointments?
 - wall planner
 - traditional paper diary or organiser
 - palm-held electronic diary or organiser
 - electronic diary on your computer
 - smartphone
- What do you think of the above methods of organising your time? Which do you think is the best method? Why? Use these adjectives to help you.

compact complicated
convenient old fashioned
stylish user-friendly



A company visit

Listening

Mr Gavino represents a food service equipment manufacturer called Cibos. He has arranged to visit Interexpress, his Australian distributor, and a programme of business events and entertainment has been planned for his visit.

- ① 16 The evening before his arrival, Jeannette Smith, PA to Paul Price at Interexpress, receives a message on her voicemail. Listen to the message and complete Jeannette's notes.

Mr G. missed connection from

1

Now arriving on 2 March,
flight number 3 Book taxi.

Re-book restaurant for day after
tomorrow at 4

Grammar workshop 1

Present continuous for future arrangements

- 1 ① 16 Listen again and complete the sentences with the correct words.

- 1 He not tomorrow after all.
- 2 He on the 14th at 6.20 am.
- 3 still him tomorrow morning?

This is the **present continuous** (see Unit 1, page 13) and it is often used with a date or time to talk about fixed arrangements in the future.

- 2 Now read Mr Gavino's revised programme.

Tues 14:	6.20: arrive Melbourne
	11.30: Mr Gavino demonstrates new products/equipment
	19.30: dinner at 'White Carnation'
Wed 15:	10.00: meeting with reps from Park Hotels
	19.30: dinner at Park Hotel, Melbourne
Thurs 16:	10.00: presentation of new products to restaurant reps
	14.30: visit to 'Quality Catering' to present new equipment
	evening free
Fri 17:	10.20: flight home

- 3 Complete the following sentences about the programme. Use the correct verb from the box in the present continuous.

do fly give have meet present visit

- 1 On Tuesday morning he *is giving* a demonstration of new products.
- 2 He dinner at the 'White Carnation' on Monday any more because Jeannette has re-booked it for Tuesday.
- 3 On Wednesday morning he representatives from Park Hotels.
- 4 On Thursday morning he the new equipment to restaurant representatives.
- 5 Later that day, he a catering company.
- 6 On Thursday evening he anything.
- 7 On Friday morning he back to Hong Kong.

Making an appointment

UNIT 9



Listening 1

Carmen Vanegas, a sales representative for a medical supplies company, telephones one of her clients, Stefano Cigada, to arrange a meeting.

- 1 ① 17 Cover the dialogue below, listen to their conversation and write down what day and time they arrange to meet.

Day: Time:

- 2 ① 17 Listen to the conversation again and fill in the missing words below.

Carmen: Hello, this is Carmen Vanegas from Medica. I was wondering if we could 1 *fix* a time to meet next week?

Stefano: Yes of course. What time would 2 you?

Carmen: Well I was wondering if you could 3 Tuesday afternoon?

Stefano: Sorry, I'm not 4 at any time on Tuesday as I've 5 to be at our other branch all day.

Carmen: How about Wednesday afternoon?

Stefano: I'm 6 Wednesday afternoon as well, but I could 7 Wednesday morning, or I'm free all day on Thursday.

Carmen: Could you 8 Thursday at two o'clock?

Stefano: That would be fine, yes.

Carmen: OK. So let's confirm that then, Thursday at two o'clock.

3 Look at the sentences (1–4) which are similar to the dialogue. Choose the alternative, A, B or C, which is NOT possible.

- 1 Could we *fix* a time to meet?
 (A) arrange B appoint C organise
- 2 Would this Thursday *suit* you?
 A be suitable for
 B be convenient for
 C fit
- 3 Sorry, I'm *not available* then.
 A not free B booked up C engaged
- 4 Could you *make* 4.00?
 A take B manage C do

Role-play

Work in pairs.

Student A: look at the role card below.

Student B: look at the role card on page 119.

Prepare some of the language you want to use before you speak.

Student A

You are Stefano Cigada, Carmen Vanegas' client in the Listening exercise on page 47. You realise that you cannot make the meeting with her at 2 o'clock on Thursday after all. You telephone Carmen to arrange a meeting for the following week. Here is an extract from your diary for that week. Apologise for the change, and arrange a new time for the meeting when you are both free.

Monday	AM	
	PM	management meeting
Tuesday	AM	financial review
	PM	interview candidates for new post
Wednesday	AM	
	PM	

Listening 2

Task tip

In many conversations, you do not need to understand every word. It is often enough to understand the important information, like the correct date or time or who is doing what. If the speakers are making a decision about something, you may also need to pick out the thing that they finally decide from a number of different suggestions.

1 18 Listen to these short recordings about future plans and arrangements. For each recording (1–4), circle the correct answer, A, B or C.

- 1 What time is the flight that the woman wants to take?
 A 11.30
 (B) 4.20
 C 6.30
- 2 How is Miss Casale going to get to the office?
 A by car
 B by taxi
 C on foot
- 3 What is the correct spelling of the visitor's name?
 A Bulkiewicz
 B Bulkeiwicz
 C Bulkiewisz
- 4 What is going to happen to Mr Jonsson?
 A He is going to retire.
 B He is going to become chief executive.
 C He is going to become chief financial officer.

Grammar workshop 2

will and *going to* future forms

The **present continuous** is just one way to talk about the future in English. If something is not a fixed arrangement, you use different future forms.

- 1 19 Listen to the beginnings of four more short conversations about the future and decide which of the following functions (a–d) describes each conversation. Write the correct number (1–4) in the boxes.
- | | |
|--|----------------------|
| a a prediction based on an opinion | <input type="text"/> |
| b an offer or request for instructions | <input type="text"/> |
| c a decision made <i>at</i> the moment of speaking | <input type="text"/> |
| d a decision made <i>before</i> the moment of speaking | <input type="text"/> |

2 ① 19 Listen again and write the missing words in the sentences (1–4) below.

- 1 A I need to get to the airport by 6.30.
B Shall I book you a taxi?
- 2 A What are you doing with those files, Roger?
B I sales figures for Mr Durand.
- 3 The Bank of Canada have announced that economic growth relatively slow this year.
- 4 A I've tried to set up the room for the presentation but the microphone isn't working.
B the technician. I've got the number somewhere here.

3 Which future form is used in each case? Complete these rules about the future by putting the functions (a–d) from Exercise 1 in the correct gap.

You use the **will future** for and
 You use the **going to future** for
 You use **shall** for

➤ page 62 Future forms

4 ① 20 Now listen to the rest of each conversation and circle the correct answer, A, B or C, for each question (1–4).

- 1 What time does the man book the taxi for?
☒ A 5.30
 B 5.45
 C 6.30
- 2 What is Roger going to do first?
 A send the documents
 B finish the report
 C type up the figures
- 3 According to the Bank of Canada, what will be the percentage growth for this year?
 A 2%
 B 2.4%
 C 2.8%
- 4 What does the man want the woman to do?
 A phone the technician
 B fix the microphone
 C find the hand-held microphone

5 Underline the correct future forms in these sentences (1–6). More than one answer is sometimes possible.

- 1 Do you have any plans for this evening?
 Yes, I will read / I'm going to read / I'm reading all those reports for tomorrow's meeting.
- 2 The phone's ringing.
 I'll answer / I'm going to answer / I'm answering it.

- 3 Oh dear, I don't seem to have the agenda for this meeting.
 Am I making / Shall I make / Am I going to make you a copy?
- 4 It is forecast that China's gross domestic product (the total value of goods and services produced) is going to grow / is growing / will grow by 6 per cent next year.
- 5 I'd like to keep in touch.
 OK, I'm going to give / I'm giving / I'll give you my card.
- 6 Have you made an appointment to see the bank manager?
 Yes. I'm seeing / I'll see / I shall see him tomorrow morning.

Role-play

Work in groups of four or five. Read the following role card and follow the instructions.

You are **members of the sales team** of a company which produces soft drinks.

You have recently developed a new product which is aimed at sportspeople or young adults who are interested in keeping fit. You want to organise a series of events to launch the product. Decide:

- what kinds of events to use (*presentation, roadshow, etc.*)
- who to invite (*retailers, distributors, famous people, etc.*)

Decide in your team what each person should do to prepare for the event. Then report your plans back to the class.

Remember: Use *will* for decisions made at the time of speaking and for predictions:
I'll send out an email to some retailers.
I'm sure it will be a success.

Use *shall* for offers or suggestions:
Shall we invite ...?
Shall I send an invitation to ...?

Use *going to* to report your plans to the class:
We're going to organise a roadshow.
We're going to invite ...