

Business communication | Arranging a meeting



- 1 What percentage of your time is spent in meetings? What kinds of meetings do you attend? How do you normally arrange them (e.g. by email or by phone)?
- 2 Read this email from Ivan Formanek, owner of a translation agency in Prague.
 - 1 How did he find out about Sean McFee?
 - 2 Why is he contacting him?
 - 3 What does he ask Sean to do?

✉

To: sean.mcfree@sfdesign.com
From: ivanformanek@sspeaking.cz
Subject: Designer for new website needed

Dear Mr McFee

My name's Ivan Formanek and I have my own translation agency – Simply Speaking. I was given your details by one of your former colleagues, Ursula Vladikova. She recommended you to me as we are planning to renew our website.

If you are interested in discussing this further, could you either call us or send an email in reply and we will arrange a meeting with you?

Best regards

Ivan Formanek

- 3 ▶ 1.2 Sean sends an email in reply to Ivan and then calls him. Listen to their conversation and answer questions 1–3.
 - 1 What is the purpose of the call?
 - 2 What is the outcome?
 - 3 Why is there a delay before the meeting can take place?
- 4 ▶ 1.2 Listen again and put sentences a–j in the correct order (1–10).
 - a Yes, I, remember. ____
 - b I'm calling about the email I sent you ... 1
 - c Thanks for responding so quickly. ____
 - d We can meet when I get back. ____
 - e Let's say, provisionally, Tuesday the 13th at eleven o'clock. ____
 - f See you in a couple of weeks. ____
 - g I wondered if you'd had time to look through the portfolio I sent. ____
 - h I suggest we meet to discuss things further. ____
 - i When would you like to meet? ____
 - j Fine, whatever's best for you. ____

Tip | *actually* and *currently*

Don't confuse *actually* with *currently*. Use *actually* as an alternative to *in fact* or as a *matter of fact*.

I'm **actually** going to be in Prague already.

Use *currently* to express something you are doing at the moment.

We're **currently** updating our corporate image.

Key expressions

Introducing self (email)

My name's ... and I (have / work for / represent) ...
I was given your details by ...
(She) recommended you to me as ...

Making a follow-up call

Hello ... This is ...
I'm calling about the email I sent you regarding ...
I wondered if you'd had time to ...?
I wanted to see if you are still interested in ...

Responding to a follow-up call

Yes, I remember.
Thanks for responding so quickly.
Thanks. I wanted to speak to you about ...

Arranging to meet

I suggest we meet to discuss things further.
When would you like to meet?
We can meet ...
Fine, whatever's best for you.
Let's say, provisionally, Tuesday the 13th at 11.00.
I'll get my assistant to call you later today to confirm.
See you (in a couple of weeks).

Discussing travel arrangements

You'll be travelling in from ..., won't you?
Can you tell me how I get to ...?
Is it best by taxi or public transport?
Let me know where you're staying and I'll email you a map and directions from your hotel.
There's a train that leaves at ...
Will I have time to catch that one?
It only takes ... to get to ...
Let me know if you need a taxi and I'll book one for you.

5 ▶ 1.3 Listen to a call Sean receives and answer questions 1–3.

- 1 Who is calling Sean and why?
- 2 How will Sean know how to find Simply Speaking?
- 3 What transport is he going to use to get to the meeting?

6 ▶ 1.3 Listen again.

- 1 What phrase does Sean use to ...?
 - a enquire about transport
 - b refer to the time of the train
 - c discuss the possibility of catching the train
- 2 What phrase does Catherine use to offer help with ...?
 - a directions
 - b a taxi

» For more exercises, go to **Practice file 1** on page 106.

7 Write a short introductory email to your partner, following steps 1–3.

- 1 Introduce yourself and your company.
- 2 Explain that your partner was recommended to you.
- 3 Suggest a meeting to discuss some future business.

8 Work with a partner. Exchange your emails from 7 and take turns to make a follow-up call. Remember to:

- introduce yourself and explain why you are calling
- arrange to meet
- discuss the travel arrangements

Practically speaking | Exchanging contact details

1 Are you good at remembering people's names and contact details? Do you have any special techniques for helping you remember names when you meet people for the first time? In what situations do you have to exchange names and contact details?

2 ▶ 1.4 Listen to three conversations and answer questions 1–2 for each one.

- 1 How does each speaker give their contact details?
- 2 Why do they want to keep in contact with each other?

3 ▶ 1.4 Listen again and match these phrases to each call in 2.

- 1 Let me take your name and number. Call 1
- 2 I have an email address for you, but I'm not sure if it's current. _____
- 3 I'll send you her contact details by text. _____
- 4 Can I have Suzy's number and email address? _____
- 5 It's probably easiest if I email you when I get back to the office. _____
- 6 Here's my card. _____

4 Match phrases 1–6 in 3 to categories a–c.

- a asking for details _____
- b giving details _____
- c promising details _____

5 Stand up and walk around the class talking to each person. Ask each person for their contact details. Either give your details straightaway or promise to give them.