

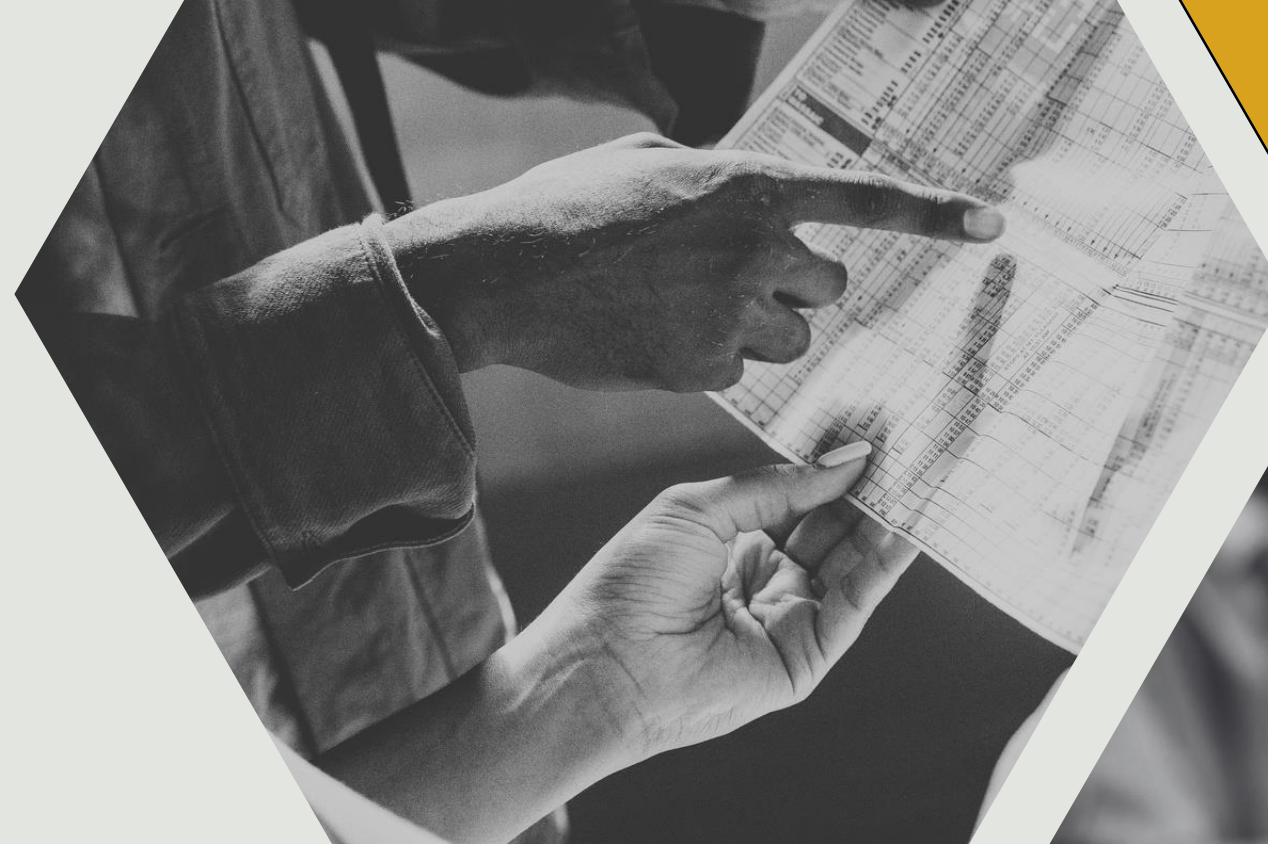


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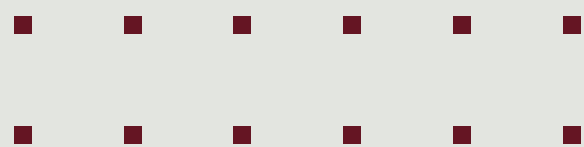
LISTENING AND SPEAKING IN BUSINESS 1



UNIT 3

SCHEDULES AND

APPOINTMENTS



LESSON OBJECTIVES

1

Ask for and provide detailed schedule information using appropriate vocabulary

2

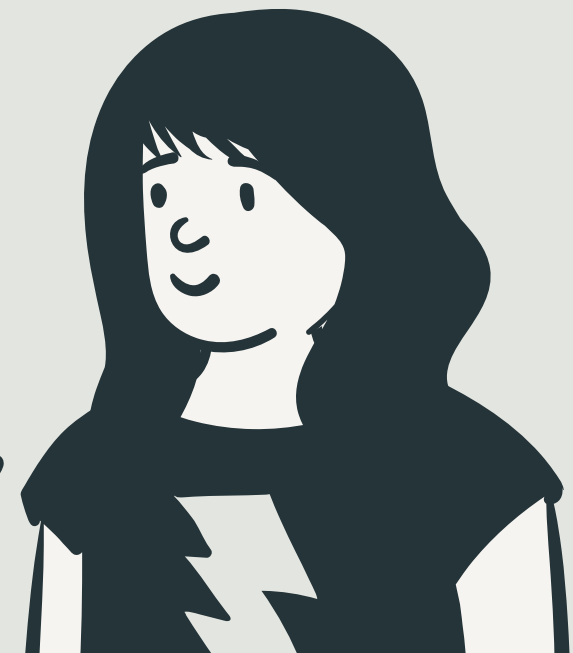
Develop skills in expressing and understanding time, days, dates, and schedules effectively.

3

Practice making and confirming appointments for business purposes communication

4

Role-play business scenarios to apply scheduling, appointment-making, and rescheduling skills



LESSON CONTENT



**Talking about
schedules**

A black and white photograph showing a person's hands writing in a spiral notebook on a desk. A laptop and a smartphone are also visible.

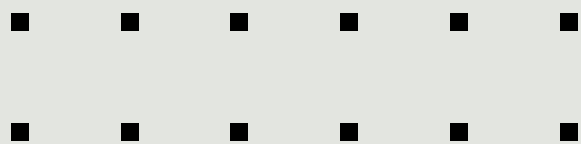
**Making an
appointment**

A black and white photograph of a man sitting at a desk, looking at a computer monitor. His hands are on the keyboard.

**Talking about
days and times**

A black and white photograph of a man sitting at a desk, looking at a computer monitor. His hands are on the keyboard.

**Performance
task**

A black and white photograph of a woman sitting at a desk, looking at a computer monitor. Her hands are on the keyboard.

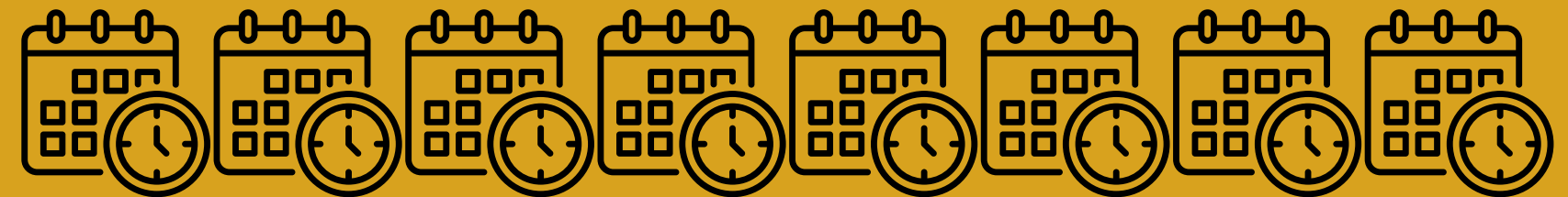


Let's start



01

TALKING ABOUT SCHEDULES



Emma calls a colleague, James, to arrange a meeting.

Listen to the conversation. What day and time do they agree to meet?



TALKING ABOUT SCHEDULES



Emma calls a colleague, James, to arrange a meeting.

Listen to the conversation. What day and time do they agree to meet?



Thursday at 3 PM

**TALKING ABOUT
SCHEDULES**





Emma calls a colleague, James, to arrange a meeting.

TALKING ABOUT SCHEDULES

Listen again. Check (✓) the correct box and write the time of each appointment.

Emma

James

Schedule

Day / Time

a. ☐

☐

give a presentation

Monday am

b. ☐

☐

visit a client

Monday pm

c. ☐

☐

attend a meeting

Tuesday am

d. ☐

☐

visit a site

Tuesday pm

e. ☐

☐

give a product demo

Wednesday am





Emma calls a colleague, James, to arrange a meeting.

TALKING ABOUT SCHEDULES

Listen again. Check (✓) the correct box and write the time of each appointment.

Emma

James

Schedule

Day / Time

a. ☐

☒

give a presentation

Monday am

b. ☐

☒

visit a client

Monday pm

c. ☒

☐

attend a meeting

Tuesday am

d. ☒

☐

visit a site

Tuesday pm

e. ☐

☒

give a product demo

Wednesday am





TALKING ABOUT SCHEDULES



Work in pairs. Take turns asking and answering questions like this:

A: *What's James doing on Monday morning?*

B: *He's giving a presentation.*

Emma

James

Schedule

Day / Time

a. ☐



give a presentation

Monday am

b. ☐



visit a client

Monday pm

c. ☒



attend a meeting

Tuesday am

d. ☒



visit a site

Tuesday pm

e. ☐



give a product demo

Wednesday am



02

TALKING ABOUT DAYS AND TIMES



Today is Monday, March 7. Write the phrases in the correct box in the diary, e.g. today is Monday March 7.

- tomorrow
- this weekend
- a week from next Monday
- next weekend
- the day after tomorrow
- next Monday
- this Thursday

(Barnard et. al,
2018, p. 19)

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
TODAY 7 15:30 Attend a sales meeting	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27

Today is Monday, March 7. Write the phrases in the correct box in the diary, e.g. today is Monday March 7.

- tomorrow
- this weekend
- a week from next Monday
- next weekend
- the day after tomorrow
- next Monday
- this Thursday

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
<div>TODAY7 15:30 Attend a sales meeting</div>	<div>TOMORROW8</div>	<div>THE DAY AFTER TOMORROW9</div>	<div>THIS THURSDAY10</div>	<div>11</div>	<div>THIS WEEKEND12</div>	<div>13</div>
<div>NEXT MONDAY14</div>	<div>15</div>	<div>16</div>	<div>17</div>	<div>18</div>	<div>NEXT WEEKEND19</div>	<div>20</div>
<div>A WEEK FROM NEXT MONDAY21</div>	<div>22</div>	<div>23</div>	<div>24</div>	<div>25</div>	<div>26</div>	<div>27</div>

Plan your schedule using the calendar and ideas below and add the time for each activity.

- meet Ms. Jane at the airport
- Fly to Hongkong
- Write a report
- present the sales report
- visit the Chiangmai branch
- meet some customers

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
TODAY 7 15:30 Attend a sales meeting	TOMORROW 8	THE DAY AFTER TOMORROW 9	THIS THURSDAY 10	11	THIS WEEKEND 12	13
NEXT MONDAY 14	15	16	17	18	NEXT WEEKEND 19	20
A WEEK FROM NEXT MONDAY 21	22	23	24	25	26	27

(Barnard et. al, 2018, p. 19)

Use your calendar to discuss your schedule. E.g.,

'I'm attending a sales meeting today at 3:30 PM.'

- meet Ms. Jane at the airport
- Fly to Hongkong
- Write a report
- present the sales report
- visit the Chiangmai branch
- meet some customers

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
TODAY 7 15:30 Attend a sales meeting	TOMORROW 8	THE DAY AFTER TOMORROW 9	THIS THURSDAY 10	11	THIS WEEKEND 12	13
NEXT MONDAY 14	15	16	17	18	NEXT WEEKEND 19	20
A WEEK FROM NEXT MONDAY 21	22	23	24	25	26	27

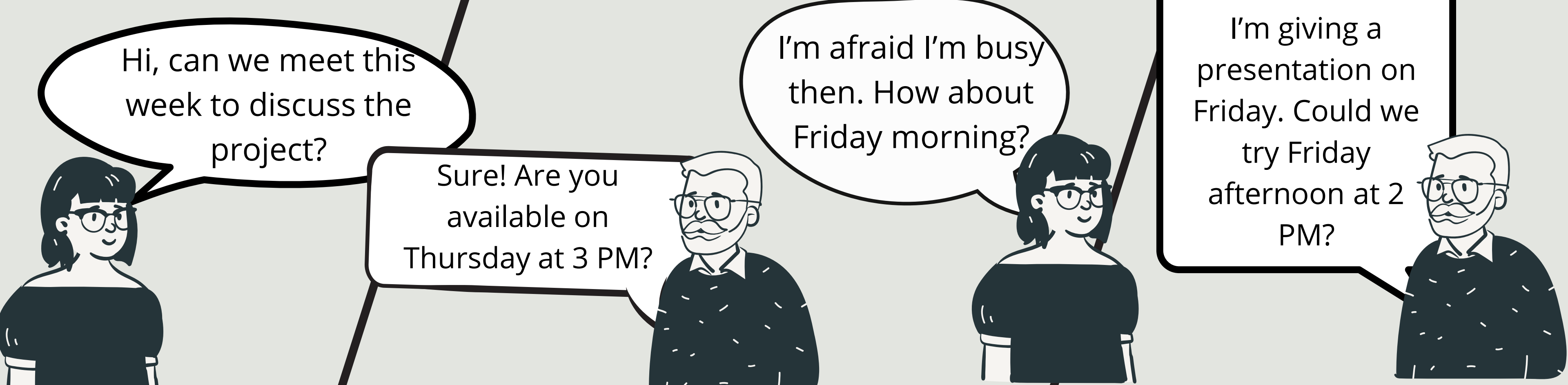
(Barnard et. al, 2018, p. 19)



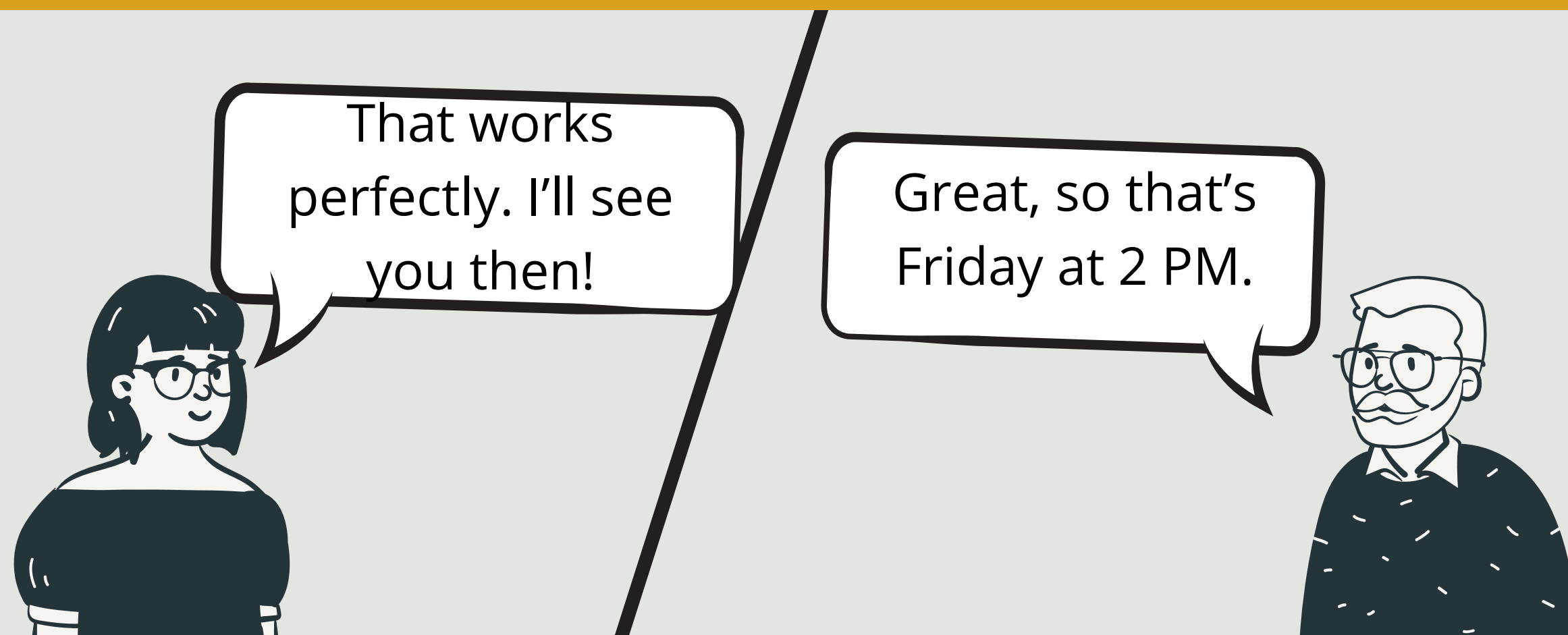
03

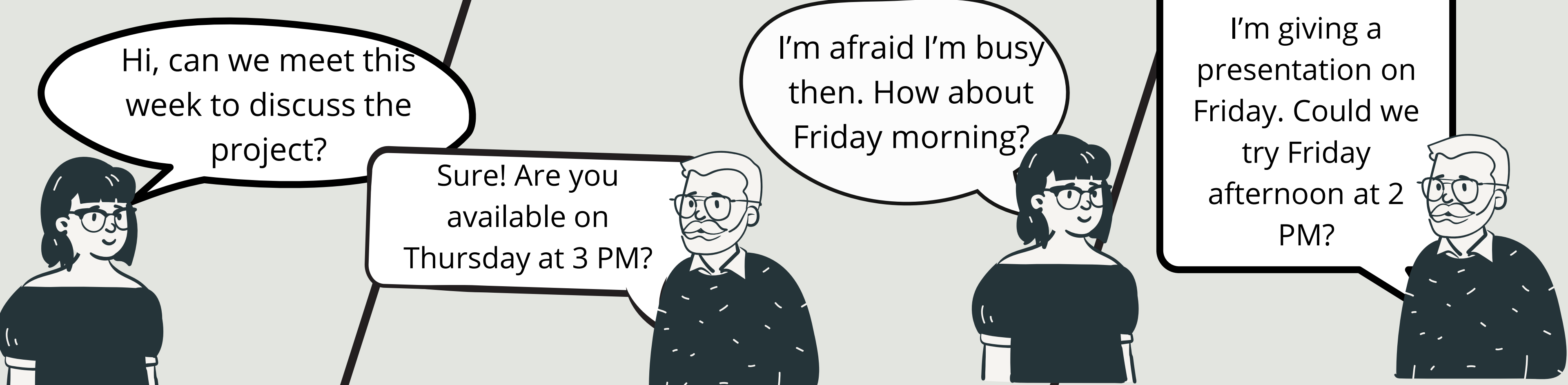
VOICEMAIL MESSAGES



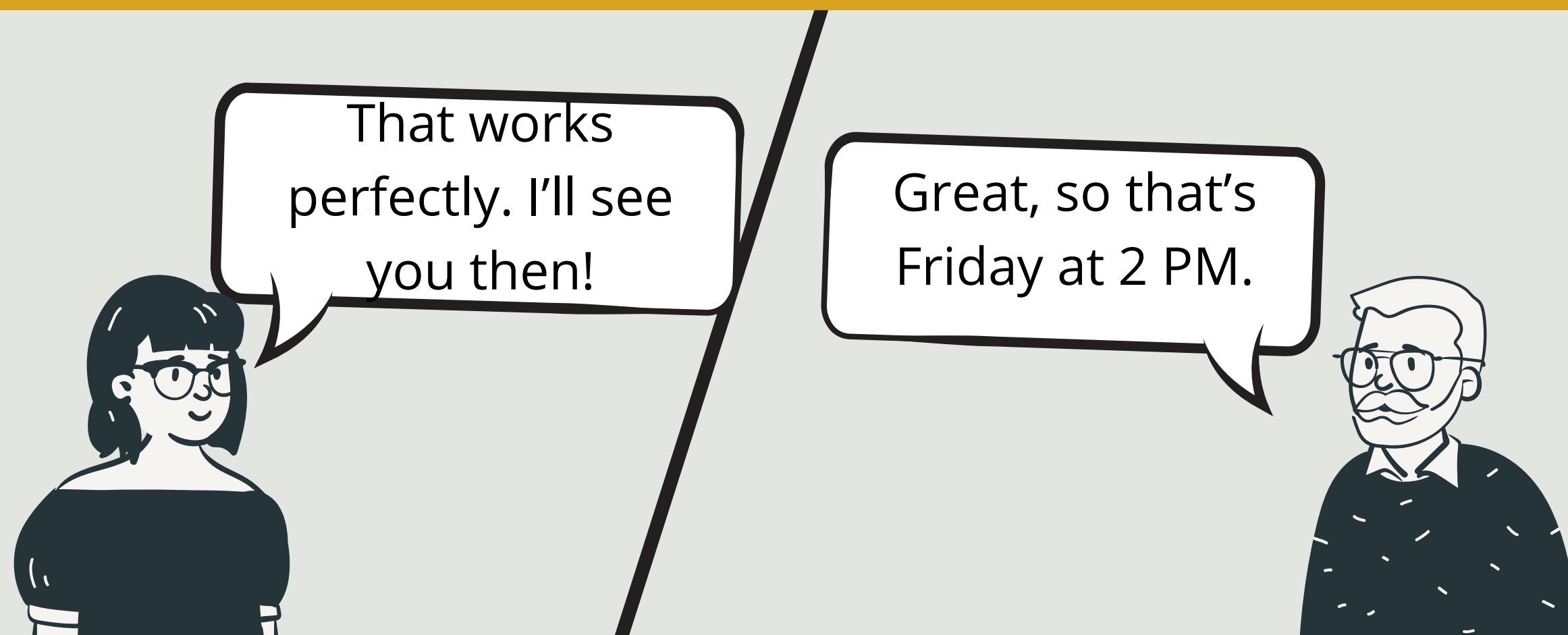


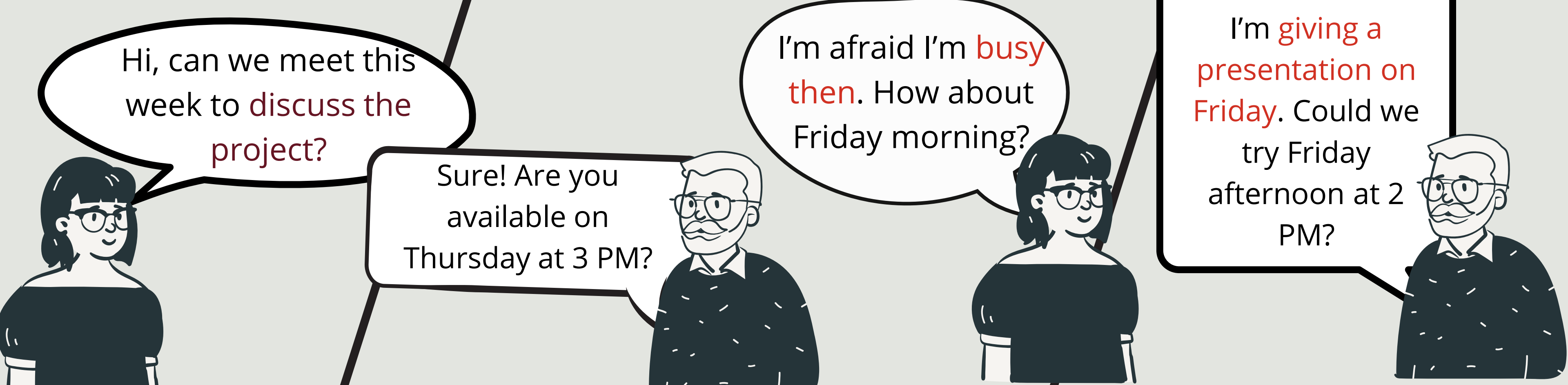
It's Tuesday. Listen to the conversation where Anna calls a colleague to arrange a meeting, but they have difficulty finding a convenient time.





Practice the conversation with a partner.





Practice the conversation again, this time using your own name and the ideas below.

Meeting topic

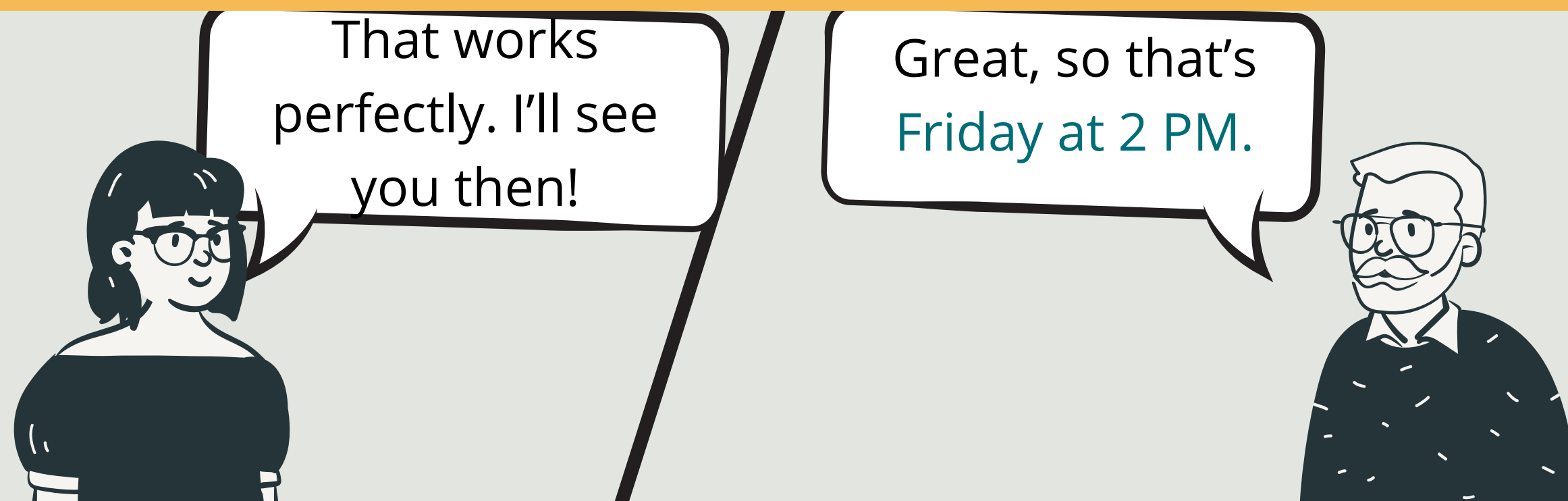
talk about the sales figures
discuss the new product

Day / time (agreed)

Thursday afternoon
next Tuesday after 3

Reason

visit a client; have a day off
fly to Chiangmai; attend a seminar





04 | PERFORMANCE TASK

ARRANGING AN APPOINTMENT

USEFUL PHRASES

Asking to Meet

- Can we set up a time to meet?
- When would be a good time for us to discuss this?
- Do you have time to meet this week?
- Can we arrange a meeting to go over this?

Asking for the Most Convenient Time

- What time works best for you?
- When are you available?
- Would morning or afternoon be better for you?
- What's your schedule like this week?



ARRANGING AN APPOINTMENT

USEFUL PHRASES

Giving Suggestions

- How about Thursday at 2 PM?
- Would Friday morning work for you?
- Let's meet on Wednesday at 10 AM.
- How does Tuesday afternoon sound?

Rejecting Suggestions

- I'm afraid I'm not available then.
- Unfortunately, I have another commitment at that time.
- That doesn't work for me. Can we try another time?
- Sorry, I'm busy at that time. How about later in the day?



ARRANGING AN APPOINTMENT

USEFUL PHRASES

Accepting the Suggestion

- That works for me.
- Sure, Thursday at 2 PM is fine.
- Yes, I'm available then.
- Perfect, let's go with that.

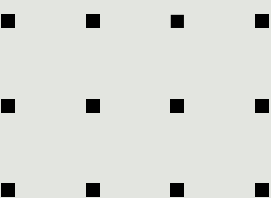
Confirming

- Great, I'll see you on Thursday at 2 PM.
- "erfect, I'll send you a calendar invite.
- Let's confirm our meeting for Friday morning.
- I'll make a note of it—Wednesday at 10 AM.



TASK

In pairs, plan and perform a role-play where one person initiates a conversation to schedule a meeting, and the other responds. Start with a professional greeting, discuss and resolve scheduling conflicts, and conclude by confirming the agreed-upon meeting time, date, and location. Focus on fluency, clarity, and professionalism during your presentation.

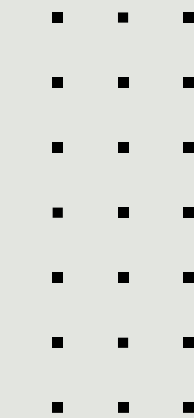


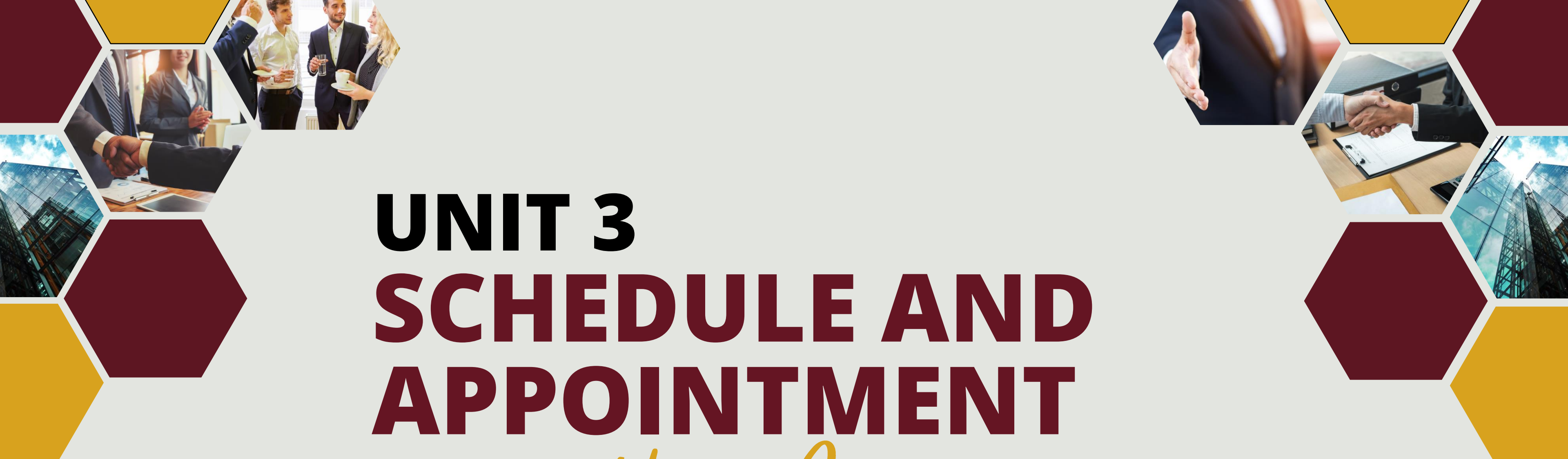
REFERENCES:

Barnard, R., Cady, J., Buckingham, A., & Trew, G. (2015). Business Venture 1. Oxford University Press.

Barnard, R., Cady, J., Buckingham, A., & Trew, G. (2018). Business Venture 2. Oxford University Press.

Helliwell, M. (2016). Business Plus: Preparing for the workplace. Student's Book 1. Cambridge University Press.



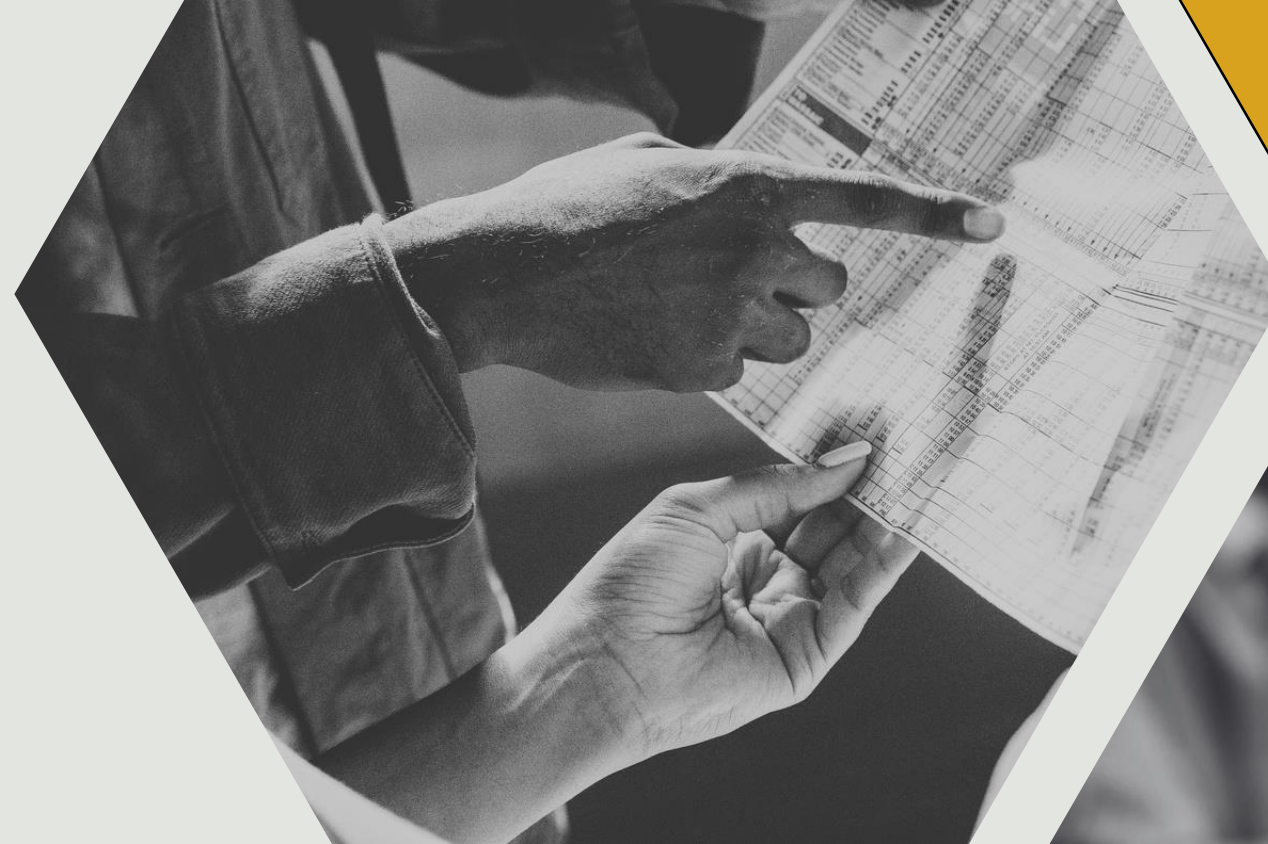
A decorative border at the top of the slide features a collage of business-related images within hexagonal frames. The images include: a group of business professionals in a meeting, two men shaking hands, a woman holding a coffee cup, a close-up of a handshake, a person's hand gesturing, and modern glass skyscrapers.

UNIT 3

SCHEDULE AND

APPOINTMENT

Thank you.



UNIT 3 SCHEDULES AND APPOINTMENTS

Thank you.





มหาวิทยาลัยราชภัฏนครปฐม