



EMAIL

# MAKING APPOINTMENTS

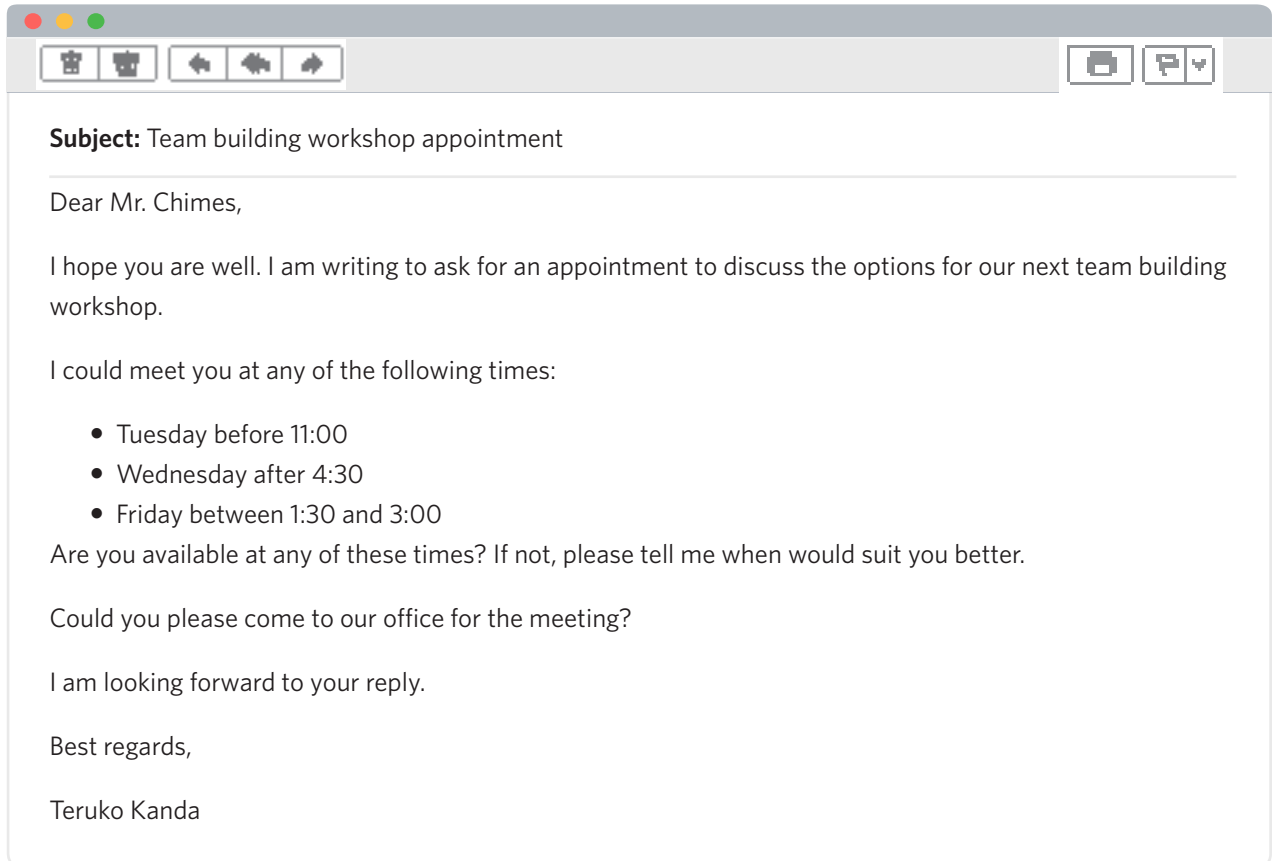
In this lesson you will learn how to:

- explain why you want to meet someone
- suggest possible times to meet
- ask for alternative meeting times
- state your location preference

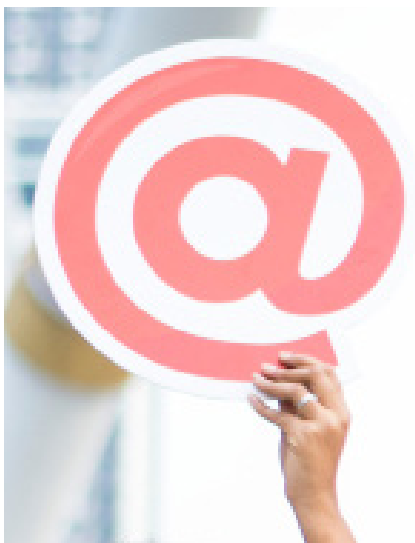
## EXAMPLE

### 1 EXAMPLE EMAIL

Teruko is sending an email to a training company. Read his email and answer the questions.



### QUESTIONS:



1. What is the main purpose of this email?
  - a) To discuss a team building workshop
  - b) To schedule a meeting with Mr. Chimes
  - c) To inform Mr. Chimes of Teruko's availability
2. How many options for days and times to meet does Teruko give?
  - a) None
  - b) One
  - c) Several
3. Where would Teruko like this meeting to be held?
  - a) At the workshop
  - b) At Colin's office
  - c) At Teruko's office

## EMAIL STRUCTURE

### MAKING APPOINTMENTS

When you contact people to make appointments, your email will often contain four parts in the following order:

1. Explain why you want to meet
2. Suggest possible times
3. Ask for alternative times
4. State your preference for the location

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Look at these sentences from Teruko's email and identify the steps.

1. Could you please come to our office for the meeting? \_\_\_\_\_
2. I am writing to ask for an appointment to discuss the options for our next team building workshop. \_\_\_\_\_
3. I could meet you at any of the following times: \_\_\_\_\_
4. If not, please tell me when would suit you better. \_\_\_\_\_



## USEFUL LANGUAGE

### STEP 1: EXPLAIN WHY YOU WANT TO MEET

You should start by explaining the purpose of your email: that you would like to request an appointment. It's also helpful to explain the reason that you want to meet.

Explaining why you want to meet	
Formal	<ul style="list-style-type: none"> <li>• <b>I am writing to request an appointment in order to</b> finalize our budget for next year.</li> <li>• <b>I am writing to request a short meeting relating to</b> the upcoming conference in London.</li> </ul>
Semi-formal	<ul style="list-style-type: none"> <li>• <b>I am writing to ask for an appointment to</b> review the advertising campaign for this summer.</li> <li>• <b>I am writing to ask for a short meeting regarding</b> the performance evaluations for this year.</li> </ul>
Casual	<ul style="list-style-type: none"> <li>• <b>I'm writing to ask for a short meeting to</b> fix the details of our business trip to Korea.</li> <li>• <b>I'd like to have a short meeting about</b> the seating arrangements for our lunch with ABC Inc. tomorrow.</li> </ul>



You can use *to* (or *in order to* in more formal sentences) + verb to be specific about the purpose:

- *I'd like to have a short meeting **to plan** the agenda for the sales conference.*

You can use *relating to*, *regarding* or *about* + noun to give the general topic:

- *I'd like to have a short meeting **about the sales conference**.*

If you do not want to say the reason for the meeting, you can give a vague topic, such as an important matter or a small issue:

- *I'd like to have a short meeting **about an important issue**.*

3 Choose the best expression to complete the sentences.

1. I'd like to have a short meeting about / to plan the farewell party.
2. I am writing to request an appointment relating to / in order to the contract adjustments.
3. I am writing to ask for an appointment regarding / to go over the new procedures.
4. I am writing to request a brief meeting relating to / in order to discuss an important matter.

4 Now decide if the sentences above are formal (F), semi-formal (SF), or casual (C).

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

## USEFUL LANGUAGE

### STEP 2: SUGGEST POSSIBLE TIMES

After requesting a meeting, you should give some possible dates and times. Although it is polite to ask when the other person is available, you shouldn't just do this because this means it will take longer to find a good time for the meeting. By suggesting some times and then checking the other person's availability, we can be polite and proactive.

	Making one suggestion	Making two suggestions	Making three suggestions
Formal	<b>If possible, I would like to meet</b> next Monday at 3PM. <b>Would this time be convenient for you?</b>	<b>If possible, I would like to meet</b> next Monday at 3PM or on Thursday before 11AM. <b>Would either of these times be convenient for you?</b>	<b>If possible, I would like to meet at one of the following times:</b> <ul style="list-style-type: none"> <li>Monday at 3PM</li> <li>Thursday before 11AM</li> <li>Any time on Friday</li> </ul> <b>Would any of these times be convenient for you?</b>
Semi-formal	<b>I could meet</b> you next Monday at 3PM. <b>Are you available at this time?</b>	<b>I could meet you</b> next Monday at 3PM or on Thursday before 11AM. <b>Are you available at either of these times?</b>	<b>I could meet you at any of the following times:</b> <ul style="list-style-type: none"> <li>Monday at 3PM</li> <li>Thursday before 11AM</li> <li>Any time on Friday</li> </ul> <b>Are you available at any of these times?</b>
Casual	<b>I'm free</b> next Monday at 3PM. <b>Does this time work for you?</b>	<b>I'm free</b> next Monday at 3PM or on Thursday before 11AM. <b>Do either of these times work for you?</b>	<b>I'm free at these times:</b> <ul style="list-style-type: none"> <li>Monday at 3PM</li> <li>Thursday before 11AM</li> <li>Any time on Friday</li> </ul> <b>Do any of these times work for you?</b>

If you have several questions, put your questions in a list. You don't have to use polite questions with this approach.

- 5 Choose the most appropriate expression to complete the sentences.
- To an important customer:** If possible, I would like to meet on Tuesday at 10:00. Would this time be convenient for you? / Does this time work for you?
  - To a coworker:** I could meet you on the 12th at 10:30 or 3:30. Are you available at either of these times? / Are you available at this time?
  - To a friend:** If possible, I would like to meet / I'm free on Friday at 11:00. Does this time work for you?
  - To a customer you know well:** I could meet you at the following time: / I could meet you at any of the following times:
    - Tuesday at 4PM
    - Wednesday at 2PM
    - Thursday before 11AM

## USEFUL LANGUAGE

6 Write sentences to suggest possible times for a meeting.

1. **To:** a team member. **Availability:** 5:00 tomorrow.

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2. **To:** a potential client. **Availability:** 23rd at 10:00 and 4:00.

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3. **To:** your HR manager. **Availability:** anytime on Thursday afternoon.

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4. **To:** a senior coworker that you haven't met: **Availability:** after 4 PM on Monday, before noon on Tuesday, or at 10 AM on Thursday.

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### STEP 3: ASK FOR ALTERNATIVE TIMES

Because you are suggesting times that fit your schedule, the other person may not be available at these times. So, you should offer the other person the chance to suggest a different time.

<b>Formal</b>	<ul style="list-style-type: none"> <li>• If you would prefer another date or time, please do not hesitate to ask.</li> <li>• Please tell me if another time is more convenient for you.</li> </ul>
<b>Semi-formal</b>	<ul style="list-style-type: none"> <li>• If you are not available, please tell me when would suit you better.</li> <li>• Please tell me if you would prefer an alternative time.</li> </ul>
<b>Casual</b>	<ul style="list-style-type: none"> <li>• If you're not free, please let me know when is good for you.</li> <li>• Feel free to suggest another time if this time is not good for you.</li> </ul>



If you have suggested more than one time, change "this time" to "these times".

- If you are not available at **these times**, please tell me when would suit you better.
- If you're not free at **these times**, please let me know when is good for you.
- Feel free to suggest another time if **these times** are no good for you.

7 Write a sentence to ask these people for alternative times.

1. **An important new client:**

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2. **Your friend in another branch:**

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3. **A customer you know fairly well:**

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## USEFUL LANGUAGE

### STEP 4: GIVE YOUR PREFERENCE FOR THE LOCATION

Finally, to avoid any confusion and to save time, you should mention your preferred location for the meeting. This could be at their office, your office, or in a different place.

Giving your preference for the location		
Formal	At their office	<ul style="list-style-type: none"> <li>I would be more than happy to visit your office for the meeting.</li> </ul>
	At your office or another place	<ul style="list-style-type: none"> <li>If possible, would you mind coming to our office for the meeting?</li> <li>Would it be possible for us to meet at the entrance to the factory?</li> </ul>
Semi-formal	At their office	<ul style="list-style-type: none"> <li>It would be no problem for me to go to your office.</li> </ul>
	At your office or another place	<ul style="list-style-type: none"> <li>Please could you come to our office for the meeting?</li> <li>Could we meet in the hotel lobby?</li> </ul>
Casual	At their office	<ul style="list-style-type: none"> <li>It's fine for me to go to your office.</li> </ul>
	At your office or another place	<ul style="list-style-type: none"> <li>Is it okay for you to come to our office?</li> <li>Can we meet in the cafe on the fifth floor?</li> </ul>

8 Choose the most appropriate expression to complete the sentences.

- To a coworker:** It would be no problem / more than happy for me to go to the Shinagawa office.
- To a coworker you know very well:** Is it fine / okay for you to come to our meeting room?
- To a friend:** Please could you come to my / your office?
- To an important customer:** Would it be possible to meet in my office / at the reception desk as you will need to receive a security pass?

9 Write sentences to give location preferences for the following situations.

- Who:** A client you have played golf with once. **Where:** Meeting Room 4.

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- Who:** A lawyer you haven't met. **Where:** Her office.

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- Who:** A colleague in another department. **Where:** Subway exit 2A.

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## TRY IT

- 10 Teruko is writing an email to her counterpart in the Perth office. Complete the email with appropriate words and phrases.

**To:** jill\_lee@fortunatefortunes.com.au  
**Subject:** Budget proposal meeting

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Hi Jill,

I hope you are doing well. I'd like to have **(1)** \_\_\_\_\_ the budget proposal while I'm in Perth next week.

**(2)** \_\_\_\_\_ on Tuesday at 2:00 or 4:00 in the afternoon. Do **(3)** \_\_\_\_\_ work for you? Feel free to **(4)** \_\_\_\_\_ if they are not good for you.

I'll be in town all week so it's **(5)** \_\_\_\_\_ to come to your office.

Best,

Teruko

### Are You Ready?

You have finished the preview, but check the list to ensure that you are ready for the lesson.

- I can explain why I want to meet someone.
- I can suggest possible times to meet.
- I can ask for alternative meeting times.
- I can state my location preference.



MAKING APPOINTMENTS

# LESSON START

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## GET READY

1 Discuss these questions.

1. What kinds of appointments do you make by email?
2. Do you most often write these kinds of emails in a formal, semi-formal or casual style?
3. Is it better to let the recipient know your availability from the first email?
4. What can be difficult about this kind of email?

2 Complete this formal email from Ryu to his potential client.

**To:** stein@stein-steuerbuchhaltung.de  
**Subject:** Appointment request

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Dear Ms. Stein,

I hope this email finds you well. I am writing to request **(1)** \_\_\_\_\_ present the proposal I mentioned at the conference. I believe it will be highly beneficial to both of our companies.

If possible, **(2)** \_\_\_\_\_ next week:

Monday at 10:30  
 Tuesday afternoon  
 Wednesday before 2:00

**(3)** \_\_\_\_\_ ? If you would prefer another date or time,

**(4)** \_\_\_\_\_ .

**(5)** \_\_\_\_\_ visit your office for the meeting.

I am looking forward to your reply.

Yours sincerely,  
 Ryu Yamaguchi

## EXERCISES

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### 5 ASK FOR ALTERNATIVE TIMES

Look at these sentences. Are they formal (**F**), semi-formal (**S**) or casual (**C**) ways to ask for alternative times?

1. Please tell me if another date or time is more convenient for you. \_\_\_\_\_
2. Feel free to suggest any other times if these times are no good for you. \_\_\_\_\_
3. If you would prefer another date or time, please do not hesitate to ask. \_\_\_\_\_
4. Please tell me if you would prefer a different day. \_\_\_\_\_

### 6 GIVE YOUR PREFERENCE FOR THE LOCATION

Match the first and second parts of these sentences.

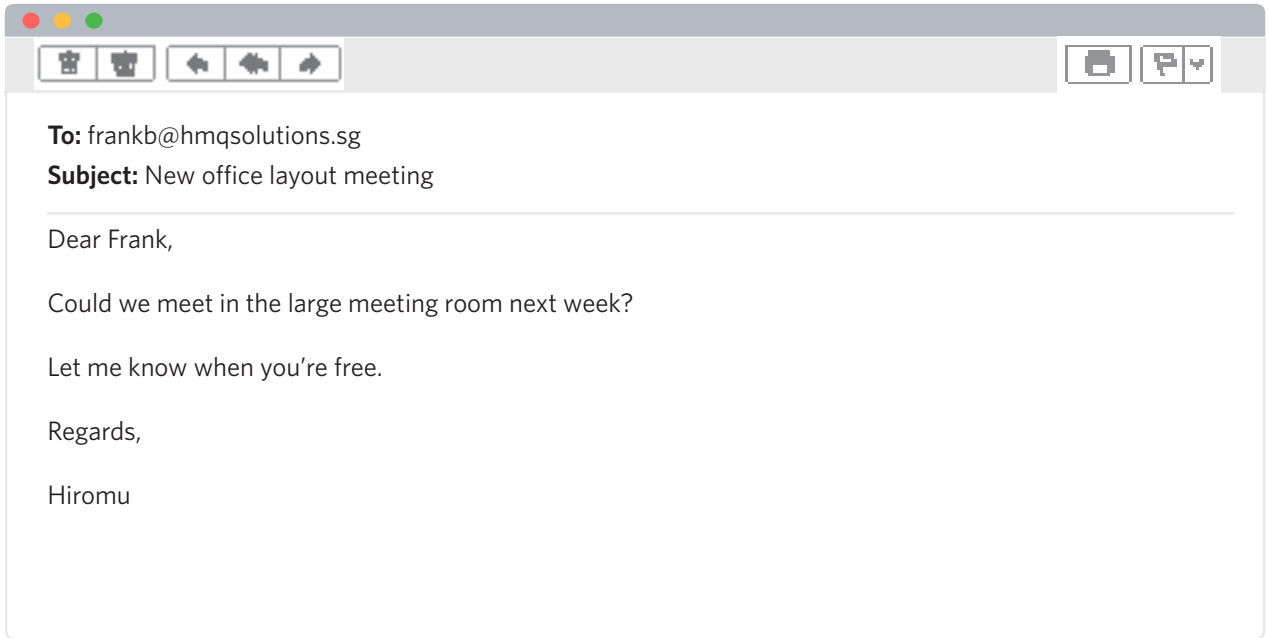
- |                                  |  |
|----------------------------------|--|
| 1. Could we                      | a) coming to our office for the meeting? |
| 2. I would be more than happy to | b) meet at the entrance?                 |
| 3. If possible, would you mind   | c) meet up in the cafeteria.             |
| 4. It's fine for us to           | d) visit your office for the meeting.    |



## PRACTICE

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- 7 Look at this semi-formal email from Hiromu to his business partner. How could it be improved?



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## PRACTICE

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Chiyo has received this request from her boss, Sam. Write the email that Sam has requested.

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🗑️
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⌵

**To:** chiyohatana@ggf-ink.co.jp  
**Subject:** Meeting with STJ

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Hi Chiyo,

I hope you had a good weekend. When you have time, could you do me a small favor?

As you know, Ms. Gleeber, Mr. Braun, and Mr. Freund from STJ in Berlin are interested in our products. They would like to hear more about our products. Could you email them to set up a web conference to give them a short presentation about our products? I suggest that you try to arrange something for early next week.

Thanks for your help.

Best,

Sam

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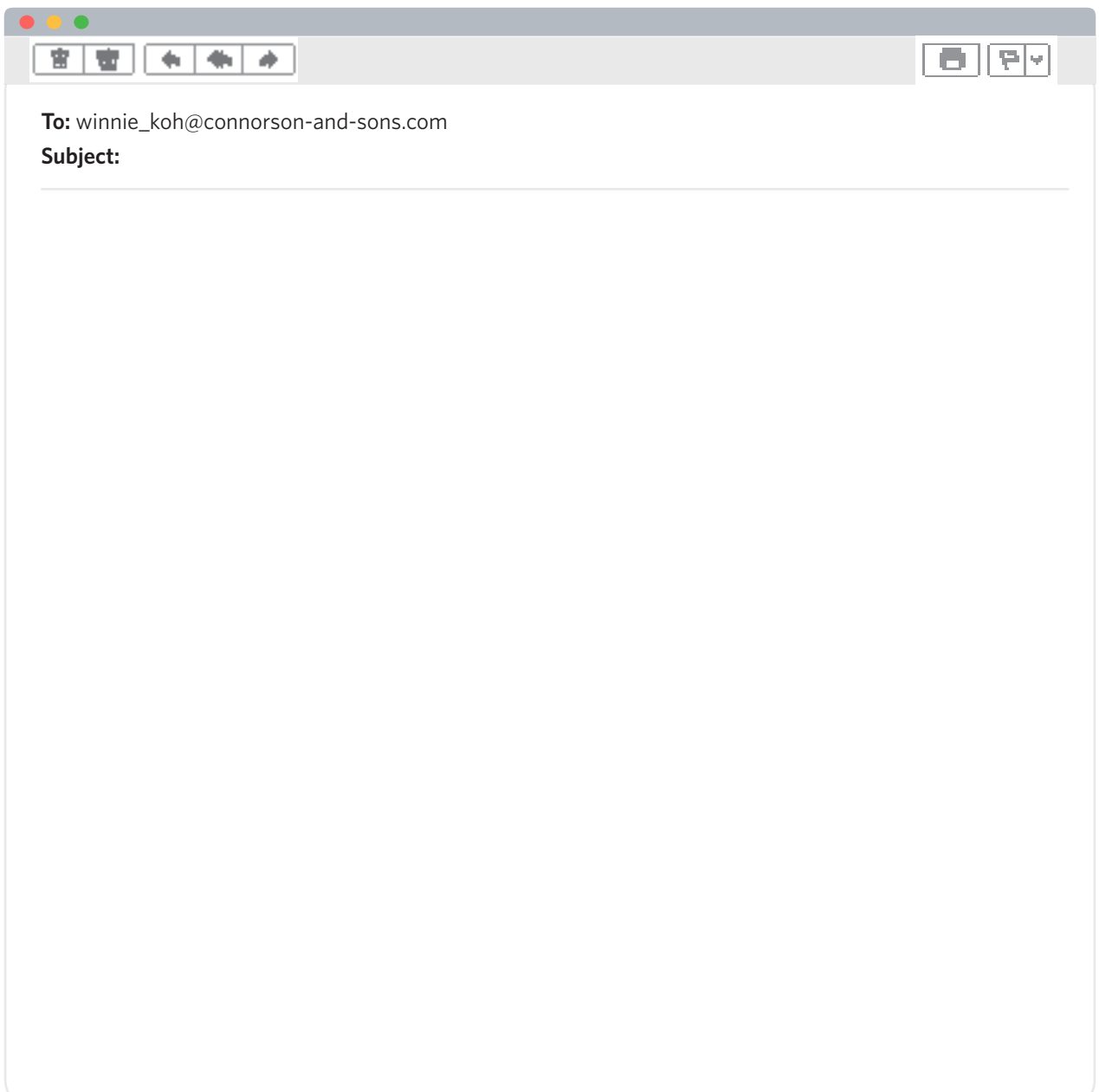
## SIMULATION 1

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- 9 Write an email for the following situation.

**Situation:**

You will be in the US in August and would like to meet your colleague, Winnie Koh, in the Chicago branch so she can sign some documents. You have spoken on the phone many times but this will be your first time to meet in person. You can meet at any time between August 10 and 14.



The image shows a screenshot of an email composition window. At the top, there are three colored window control buttons (red, yellow, green) on the left and a toolbar with icons for address book, trash, undo, redo, and forward on the right. Below the toolbar, the email header fields are visible: "To: winnie\_koh@connorson-and-sons.com" and "Subject:" followed by a horizontal line. The main body of the email is a large, empty white area for writing the message.

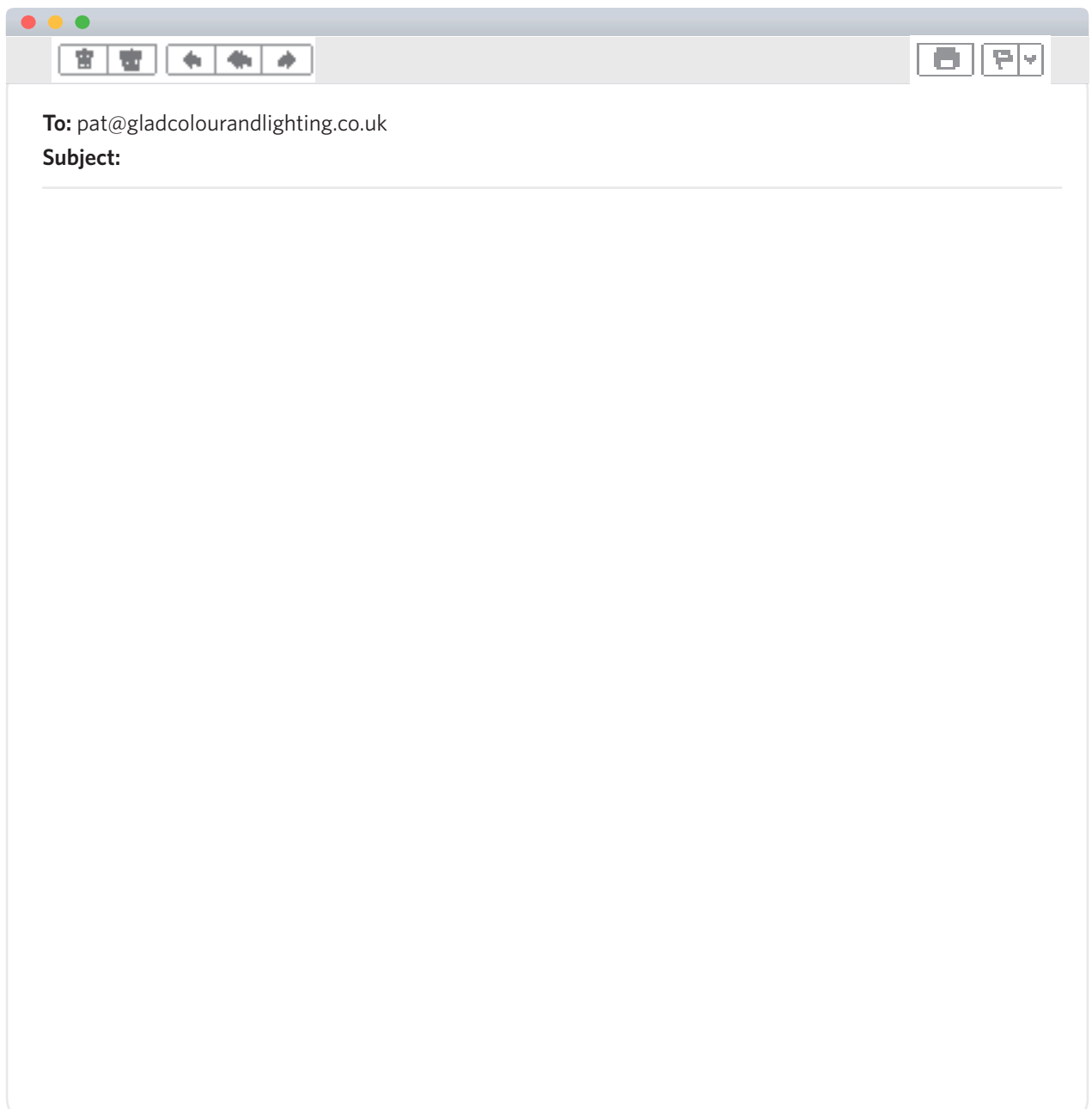
## SIMULATION 2

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- 10 Write an email for the following situation.

**Situation:**

You would like to make an appointment with Patrick Schneider, the manager of a company which rents one of your buildings, to discuss renewing their contract. This is a very important tenant. You can visit his office next Tuesday afternoon or Wednesday morning.



The image shows a screenshot of an email composition window. At the top, there are three colored window control buttons (red, yellow, green) on the left and a toolbar with icons for home, back, forward, and search on the right. Below the toolbar, the email header fields are visible: "To: pat@gladcolourandlighting.co.uk" and "Subject:" followed by a horizontal line. The main body of the email is a large, empty white area for writing the message.

## ANSWER KEY

Activity 1	Activity 2	Activity 3	Activity 4	Activity 5
<ol style="list-style-type: none"> <li>b</li> <li>c</li> <li>c</li> </ol>	<ol style="list-style-type: none"> <li>Step 4</li> <li>Step 1</li> <li>Step 2</li> <li>Step 3</li> </ol>	<ol style="list-style-type: none"> <li>to</li> <li>relating</li> <li>to</li> <li>in order to</li> </ol>	<ol style="list-style-type: none"> <li>Casual</li> <li>Formal</li> <li>Semi-formal</li> <li>Formal</li> </ol>	<ol style="list-style-type: none"> <li>Would this time be convenient for you?</li> <li>Are you available at either of these times?</li> <li>I'm free</li> <li>I could meet you at any of the following times:</li> </ol>
<p><b>Activity 6</b></p> <ol style="list-style-type: none"> <li>I'm free at 5:00 tomorrow. Does this time work for you?</li> <li>If possible, I would like to meet on the 23rd at 10:00 or 4:00. Would either of these times be convenient for you?</li> <li>I could meet you anytime on Thursday afternoon. Are you available at this time?</li> <li>If possible, I would like to meet at one of the following times: <ul style="list-style-type: none"> <li>Monday after 4PM</li> <li>Tuesday before noon</li> <li>Thursday at 10AM</li> </ul> <p>Would any of these times be convenient for you?</p> </li> </ol>				
<p><b>Activity 7 (sample answers)</b></p> <ol style="list-style-type: none"> <li>If you would prefer another date or time, please do not hesitate to ask. / Please tell me if another time is more convenient for you.</li> <li>If you're not free at this time, please let me know when is good for you. / Feel free to suggest another time if this time is not good for you.</li> <li>If you are not available at this time, please tell me when would suit you better. / Please tell me if you would prefer an alternative time.</li> </ol>				
<p><b>Activity 8</b></p> <ol style="list-style-type: none"> <li>no problem</li> <li>okay</li> <li>my</li> <li>at the reception desk</li> </ol>	<p><b>Activity 9 (sample answers)</b></p> <ol style="list-style-type: none"> <li>Please could you come to meeting room 4 for the meeting? / Could we meet in meeting room 4?</li> <li>I would be more than happy to visit your office for the meeting.</li> <li>Can we meet /Is is OK to meet at subway exit 2A?</li> </ol>			
<p><b>Activity 10</b></p> <ol style="list-style-type: none"> <li>a short meeting about</li> <li>I'm free</li> <li>either of these times</li> <li>suggest another time</li> <li>fine for me</li> </ol>				