

Unit 7. Session 1. Diary Planning.



Caso práctico

Mr. Johnson is really pleased with Eva and Monica's performance but the company is going through a hard time having too many expenses. On top of that, the income has decreased lately because the clients have bought fewer goods. Consequently, he is concerned about achieving the objectives established by the company. Trying to solve that situation, a short-term agenda is going to be planned. They will have 2 months in order to try to achieve the goals and improve the situation of the company. For this reason, he has decided to inform the girls to get their help in such a task.



Mr. Johnson: "All right, girls may I talk to you for a second?"

Eva and Monica: "Sure!"

Eva: "We will do everything in our power to help you."

Mr. Johnson: "Thanks, I am going to reorganize my agenda and we are going to establish clear and well-planned objectives to accomplish. We are going to carry out a marketing strategy and you will have to learn how to make appointments with several of my clients. I'll be holding a lot of meetings in the coming months"

Monica: "Oh! That sounds really interesting, Mr. Johnson!"

Eva: "Yes, of course! Whatever it takes"

Monica: "We are determined to get your company back on track. We're happy to learn even difficult stuff. Where do we start?"

Mr. Johnson: "From the beginning, with the Diary or Agenda Planning!"



Think about it

Write in the forum.

Imagine you are Eva or Monica and you have just talked to Mr. Mr. Johnson. Write down an email to your parents telling them about the new task you have to do. Remember to put all you have learned into practice about sending an email in the previous units. Good luck!



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1.- How to make a business arrangements.

There are some structures that are normally used when we try to make an appointment with a client, supplier or any other person with whom we maintain professional ties. Some of these expressions are:

Arrangement expressions.

Are you free next Monday afternoon?	Está/estás libre el viernes por la tarde?
What time would you like to meet?	A qué hora le gustaría reunirse?
When would be convenient for you?	¿Cuándo le vendría bien?
Could you please let me know?	¿Podría informarme, por favor?
I would like to make an appointment with ...	Me gustaría concertar una cita con ...
To make an appointment.	Concertar una cita.
I wonder whether it would be possible to arrange a meeting.	Me pregunto si es posible concertar una cita.
Does it suit you?	¿Le viene bien?
I'm phoning on behalf of ...	Le llamo en nombre de ...
Do not hesitate to contact us if there is any change.	No dude en contactar con nosotros ante cualquier cambio.
It suits me.	Me viene bien.
To be 📞 engaged, to be 📞 busy.	Estar ocupado.



Think about it

And you? When was the last time you were asked to do something really difficult at work? Did you use any computer tools to carry out the tasks? How did you feel about it? How did it all 📞 end up? Enter the forum and tell your classmates about it.

1.1. Schedule an appointment.

What is a schedule used for?

A **schedule** or a timetable, as a basic time-management tool, consists of a list of times at which possible tasks, events, or actions are intended to take place, or of a sequence of events in the chronological order in which such things are intended to take place.

Scheduling is the process of arranging, controlling and optimizing work and workloads in a production process or manufacturing process.

You need to know how to write an Appointment Letter or email. Follow the following steps to successfully do it:

- ✓ Mention or restate the purpose for the meeting or other event. Describe what you would like to accomplish so that the other party/parties involved know your expectations.
- ✓ If you are 📧 seeking an appointment as part of a job search, keep the tone of your letter particularly cordial. 📧 Briefly mention your purpose.
- ✓ If applicable, mention how the reader will benefit from the appointment.
- ✓ Include the date you would like to meet, or reiterate the date you had planned to meet.
- ✓ If other people besides the reader will be present, you may wish to mention briefly the other individuals who will attend.
- ✓ If appropriate, include information such as where the meeting will take place; how long it is intended to last; any items, documents, etc. that the person(s) should bring to the appointment, etc.
- ✓ Indicate by when you need a response to affirm that the reader can attend the meeting. If you intend to contact the person to follow up, indicate this in your letter.
- ✓ Include your contact information, such as e-mail address or phone number where you can most easily be reached.

SCHEDULE

	Thursday October 27	Friday October 28	Saturday October 29	Sunday October 30	Monday October 31
8:00					8:00
8:30		Opening Ceremony			8:30
9:00		Presentation Sessions	Presentation Sessions	Presentation Sessions	Finalist Presentation
9:30					9:30
10:00		Drash	Drash	Drash	10:00
10:30					10:30
11:00		Presentation Sessions	Presentation Sessions	Presentation Sessions	Finalist Presentation
11:30					11:30
12:00		Lunch	Lunch	Lunch	12:00
12:30					12:30
1:00					1:00
1:30					1:30
2:00		Presentation Sessions	Presentation Sessions	Presentation Sessions	2:00
2:30					2:30
3:00		Drash	Drash	Drash	3:00
3:30					3:30
4:00		Presentation Sessions	Presentation Sessions	Presentation Sessions	4:00
4:30					4:30
5:00		Workshops	Workshops	FBI Talk	5:00
5:30					5:30
6:00		Poster Session	Poster Session	Poster Session	6:00
6:30					6:30
7:00					7:00
7:30					7:30
8:00					8:00
8:30					8:30
9:00					9:00
9:30					9:30
10:00					10:00



Translation

Show Feedback

- ✓ Mencione o repita el propósito de la reunión u otro evento. Describa lo que le gustaría lograr para que la otra parte o partes involucradas conozcan sus expectativas.
- ✓ Si está buscando concertar una cita como parte de su búsqueda de empleo, mantenga el tono de su carta particularmente cordial. Mencione brevemente sus títulos, experiencia previa y otra información relevante; el puesto que busca; cuándo puede reunirse y cuándo estaría disponible para comenzar a trabajar; Etcétera.
- ✓ Si corresponde, mencione cómo el lector se beneficiará de la cita. Incluya la fecha en que le gustaría reunirse, o reitere la fecha que había planeado reunirse.
- ✓ Si otras personas además del lector estarán presentes, puede mencionar brevemente a las otras personas que asistirán.
- ✓ Si corresponde, incluya información como dónde se llevará a cabo la reunión; cuánto tiempo debe durar; cualquier artículo, documento, etc. que la persona (s) debe traer a

la cita; Etcétera.

- ✓ Indique cuándo necesita una respuesta para afirmar que el lector puede asistir a la reunión. Si tiene la intención de contactar a la persona para dar seguimiento, indíquelo en su carta.
- ✓ Incluya su información de contacto, como la dirección de correo electrónico o el número de teléfono donde pueda ser localizado más fácilmente.

1.2. Rescheduling appointments.

Reschedule is defined as to change the date or time of something previously defined in the schedule.


There are sometimes last minute inconveniences which may change all your plans, so we will be forced to modify any appointment that has been arranged because our agenda is altered.



Here you have some useful phrases to change your arrangements:

Changing arrangements.

CHANGING ARRANGEMENTS	TRANSLATION
I'm sorry but something has come up.	Lo siento pero nos ha surgido un imprevisto.
I would like to move my appointment.	Me gustaría cambiar mi cita.
Unfortunately, there is a clash with my schedule.	Lamentablemente, me coincide con algo en agenda.
Someone's schedule has changed.	Lo siento pero nos ha surgido un imprevisto.
We are forced to postpone it.	La agenda de ... ha cambiado.
Sorry, but something has come up and Wednesday is not possible!	Lo siento me ha surgido algo y no puedo miércoles.
I'm running ahead of / / behind schedule.	Voy bien de tiempo/ voy con retraso en agenda
Can we postpone our appointment?	¿Podríamos posponer nuestra cita?
What about ...?	¿Qué le parece...?
We'll postpone it for ...	Lo pospondremos para ...
How about Friday morning?	¿Qué le parece el viernes por la mañana?
Is it possible for you to meet in the afternoon?	¿Podría quedar por la tarde?
I've got to go over to London to see a client.	Tengo que viajar a Londres a ver a un cliente.
I'd completely forgotten that I have another meeting that day.	Se me había olvidado completamente que tengo otra cita ese día.
We said Thursday morning, can you make the afternoon instead?	Dijimos el jueves por la mañana, puede por tarde?

CHANGING ARRANGEMENTS	TRANSLATION
I need to change our arrangement for the 15 th , can we put it off till the 24 nd ?	Necesito cambiar nuestra cita del día 15 ¿podríamos posponerla al 24?
Sorry, but I can't make it on Tuesday!	¡Lo siento pero no puedo el martes!
I'll get back to you when I'm not so busy.	Te llamo en cuanto tenga un hueco.
I'm afraid I'm completely  snowed under at the moment, can we leave it open for the time being?	Me temo que estoy hasta arriba en es momento, ¿podríamos dejar la fecha s abierta por ahora?



Quotation

"It doesn't matter which side of the fence you get off on sometimes. What matters most is getting off. You cannot make progress without making decisions."

Jim Rohn.

1.3. Cancelling appointments.

Here you have some ways to close the conversation without sounding abrupt or rude:

Cancelling appointments.

CANCELLING APPOINTMENTS	TRANSLATION
I am sorry to have to cancel our appointment / I am sorry to say that / I'm sorry about the change in plans / Sorry for the inconvenience.	Siento tener que cancelar nuestra cita/siento decirle que/ Perdón por el cambio de planes/ Disculpe las molestias
I am obliged to cancel.	Me veo obligado a cancelar.
This is to confirm my telephone call advising your secretary that unexpected work responsibilities require me to travel abroad for one month.	Esto es para confirmar mi llamada telefónica avisando a su secretaria de que por motivos profesionales, me veo obligado a viajar al extranjero durante un mes.
I regret that I will be unable to keep our 12:00 a.m. appointment next Monday.	Lamento no poder mantener nuestra reunión para el próximo lunes a las 12:00 de la mañana.
I regret being unable to assist you / regret that I will be unable to / regret having to cancel	Lamento no poder atenderle. / Lamento los inconvenientes.
I look forward to our future collaboration and will be in touch with you as soon as I am up to speed again.	Espero poder mantener futuras colaboraciones con usted y me pondré en contacto con usted tan pronto como me ponga al día.
an unexpected complication has arisen	Me ha surgido una complicación imprevista.
as we had planned	Como habíamos planeado
because of unforeseen difficulties	Debido a unas complicaciones inesperadas
didn't realize that	no me di cuenta de eso
necessitates a delay / need to postpone / suggest that we postpone our appointment.	Es necesario retrasar / hay que posponer /sugerimos posponer nuestra cita.
unavailable at that time / Mr. Johnson will be unable..	no disponible en ese momento / Mr. Johnson no podrá..
unfortunately slipped my mind	Lamentablemente se me olvidó/no me acordé.
was unaware that	no sabía que/ no estaba al tanto de eso
will have to reschedule / could reschedule for	tendrá que cambiar la fecha / podría cambiar para
will be out of town	estará fuera de la ciudad

CANCELLING APPOINTMENTS	TRANSLATION
won't be able to keep / unable to meet with you until	no podrá mantener la cita / reunirse con usted hasta
would hate to waste your time	No me gustaría hacerle perder el tiempo
would it be possible to postpone	¿sería posible posponer?
arrange another meeting after	organizar otra reunión después
call next week and reschedule	llame la próxima semana y cambie la fecha
please get in touch with me	Por favor, póngase en contacto conmigo
when I have further information	cuando tenga más información
please mark your calendars / please note that	Por favor apunte en su calendario / apunte que
let's plan for later that same week	planeemos para más tarde esa misma semana
would still like to meet with you	quedemos más tarde esa misma semana
would it be convenient for you to meet me on	¿Le iría bien quedar en...?
RESPOND TO A CANCELLATION NOTICE	TRANSLATION
I wish to advice you I will not be attending the next conference on date ...	Me gustaría informarle de que no podré asistir a la próxima conferencia con fecha de...
Yes, I'll look forward to seeing you on Friday.	Sí, estoy deseando verle el viernes.
Sorry, I've got to go now/ to a meeting.	Lo siento, ahora me tengo que ir/ tengo una reunión
Nice talking to you!/ Good to talk to you!	Ha sido un placer hablar contigo
Talk to you soon!	¡Hablamos pronto!
We'll keep in touch.	Estaremos en contacto
Thanks for calling.	Gracias por llamar

1.4. Closing appointments.

Here you have some ways to close the conversation without sounding abrupt or rude:

Closing appointments.

CLOSING THE CONVERSATION	TRANSLATION
See you on Monday then!	¡Entonces nos vemos el lunes!
Nice talking to you!/ Good to talk to you!	Ha sido un placer hablar contigo.
Sorry, I've got to go now/ to a meeting.	Lo siento, ahora me tengo que ir/ tengo una reunión
Yes, I'll look forward to seeing you on Tuesday.	Sí, estoy deseando verte el martes.
Thanks for calling.	Gracias por llamar.
Talk to you soon!	¡Hablamos pronto!
We'll keep in touch.	Estaremos en contacto.

1.5. Example sentences about how to cancel and postpone an appointment.

TIPS

When cancelling or postponing an appointment, **be polite and concise**. There is usually no need for a lengthy explanation.

Tell the reader why you must cancel or postpone the appointment. Be sure to identify the particular appointment by date, time, and place.

Example Sentences.

I regret having to cancel our appointment for next Monday but my boss is scheduled for surgery that day.

I am afraid I must postpone our May 18 meeting at the Hotel Sheraton. I have been asked to clear my schedule that day for an urgent meeting.

Unfortunately, I cannot keep our August 21 appointment. I have been reassigned and my new project will take me out of the country for that week.

We must reschedule the April 12 board meeting. We were unaware of the regional conference on that day.

I appreciate your dinner invitation for January 25, but I will have to take a rain check on it. I had forgotten that I will be out of town on business.

I regret that I will not be ready to meet with you on July 12, as we planned.

We look forward to meeting you and learning more about your proposed project.

I am very sorry for any inconvenience this may cause you, and I look forward to hearing from you.

I apologize for the short notice, and hope we can get together soon.

Again, we apologize for this change of plans, and look forward to hearing from you.



Translation

Show Feedback

- ✔ Lamento tener que cancelar nuestra cita para el próximo martes, pero mi hija está tiene una cirugía ese día.
- ✔ Me temo que debo posponer nuestra reunión del 18 de mayo en el Hotel Sheraton. Me pidieron que vaciara mi agenda ese día para una reunión urgente.
- ✔ Lamentablemente, no puedo cumplir con nuestra cita del 21 de agosto. Me han reasignado otro trabajo y mi nuevo proyecto me tendrá fuera del país durante esa semana.
- ✔ Debemos cambiar la fecha de la reunión de la junta del 12 de abril. No estábamos al tanto de la conferencia regional de ese día.
- ✔ Le agradezco su invitación a cenar para el 25 de enero, pero tendré que cambiarlo. Había olvidado que estaré fuera de la ciudad por negocios.
- ✔ Lamento informarle de que no estaré listo para reunirme con usted el 12 de julio,

como planeamos. Estamos deseando conocerle y conocer más el proyecto propuesto.

- ✔ Lamento cualquier inconveniente que esto pueda causarle, y espero tener noticias tuyas. Pido disculpas por avisar con tan poca antelación y espero que podamos reunirnos pronto.
- ✔ Nuevamente, nos disculpamos por este cambio de planes y esperamos tener noticias tuyas.

1.6. Letter templates about how to cancel or reschedule appointments.

STEP BY STEP

In addition to learning useful phrases that help us express ourselves, we are going to follow some guidelines to cancel or modify appointments.

1. Tell the reader why you must cancel or postpone the appointment. Be sure to identify the particular appointment by date, time, and place.
2. If you wish to 🗓️ reschedule, propose a new time and/or place, or invite the reader to get in touch with you.
3. 🗓️ Close on a positive note.

LETTER TEMPLATE 1

This will confirm my telephone call advising your secretary that unexpected work responsibilities necessitate my traveling abroad for two weeks. I must therefore ask you to postpone my tax audit that was scheduled for May 8. I will contact your office when I return and will then 🗓️ reschedule our appointment.

My bookkeeper has reviewed all my documentation to be sure it is complete, and I anticipate no further delays. If you need to get in touch with me, please leave a message on my home answering machine and I will return your call as soon as possible.

LETTER TEMPLATE 2

I wish to advise you that I will not be attending the November convention in New York, and will consequently be unable to participate as a member of the panel on insurance for businesses. I have been ill and will require daily treatments for the next two months.

I regret my inability to assist you, but do look forward to working with you on other projects. In the meantime, Catherin Smith or Patrick Cokk of Cokk Corporation should be able to assist you in your planning. I am sure they can also offer suggestions for someone to take my place on the panel.

I look forward to future collaboration and will be in touch with you as soon as I am up to speed again.

LETTER TEMPLATE 3

I am sorry that I must cancel my appointment to see the Governor at noon on October 14. My mother has been hospitalized for heart surgery and it is important that I be with her at this time. I anticipate that I will be in Boston for the next two weeks.

Before I return home, I will contact your office to reschedule my appointment. Please send the information I requested to my home address. My mail will be forwarded to me in Boston.

1.7. Rescheduling a Virtual Appointment.

Something to be aware of, though, is that every business has a setting for how close to the appointment start time clients are allowed to cancel or reschedule their appointment. If you follow the steps below and find that the cancel or reschedule buttons are disabled, you have likely surpassed the allowed number of hours when you can cancel or reschedule.

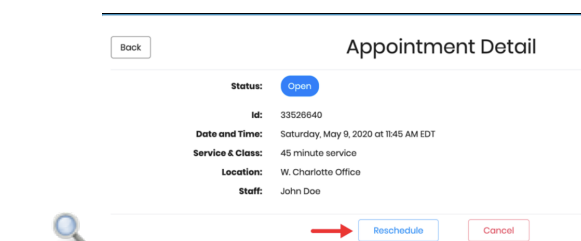
Rescheduling from link in Appointment Confirmation or Reminder Email

In the emails you receive before your appointment (whether that is the confirmation for your booking, a notice that the appointment was rescheduled, or a reminder 24 hours before the appointment start time), there is a link that you can click on to cancel or reschedule your appointment.

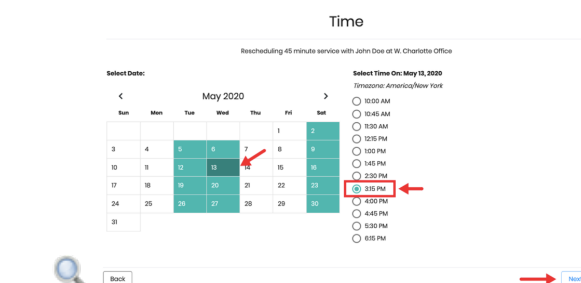
An example of this link is shown in the screenshot below. Please note that the email text you received from the business you booked with may look different than the text shown below, but the link should stay relatively similar:



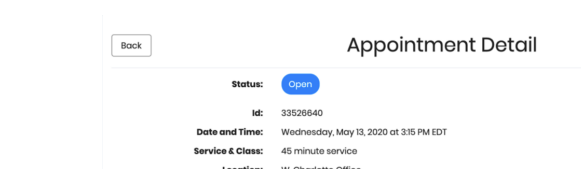
Clicking on this link will take you to your appointment details page where you have access to a button to reschedule your appointment:



Clicking on the "Reschedule" button will take you to the screen where you can select a new date and time for your appointment. Select a date from the calendar and then a time from the list on the right and click next:



Pressing next will direct you back to the appointment details screen where you'll see the updated date and time:





You'll also receive an email confirming that you rescheduled the appointment with a new link to cancel or reschedule if you need to in the future.

1.7.1. TimeTap.

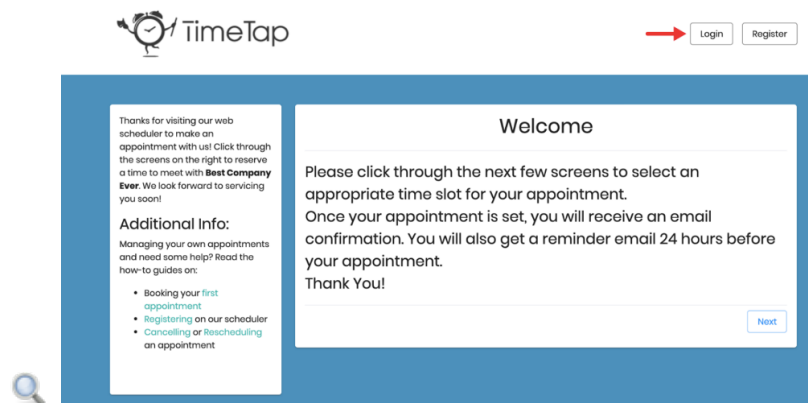
How can I organize the schedule with professional computer applications?

There are many computer tools to manage work planning, among them we are going to see the timetap application.

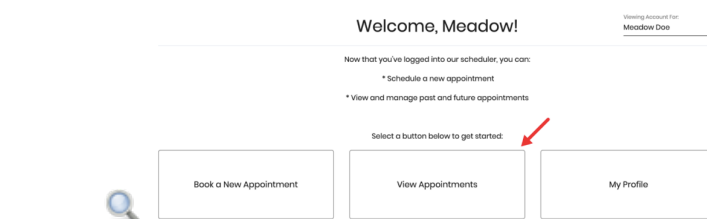
TimeTap is an online appointment scheduling software that consolidates an organization's entire scheduling workflow in one comprehensive system. TimeTap allows total appointment management with customizable calendars. Users can choose from different viewing options and easily categorize meetings to make the app work from them more personally.

Rescheduling by logging into the scheduler

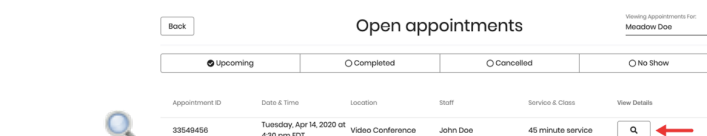
The majority of the businesses that use **TimeTap** or another applications allow their clients to login so that clients can book appointments without having to re-enter all their info as well as view and making changes to their existing appointments. If you've lost the appointment confirmation or reminder email and need to cancel or reschedule your appointment, logging into the scheduler is a good way to go.



Once you've logged in, click the button to "View Appointments" to view the existing appointments you have set with the business:





This will open up your upcoming appointments where you can click the magnifying glass next to the appointment to enter into its appointment details page (**hint:** if you make appointments for your family members under the same email address, use the name dropdown in the top right to switch between family members):



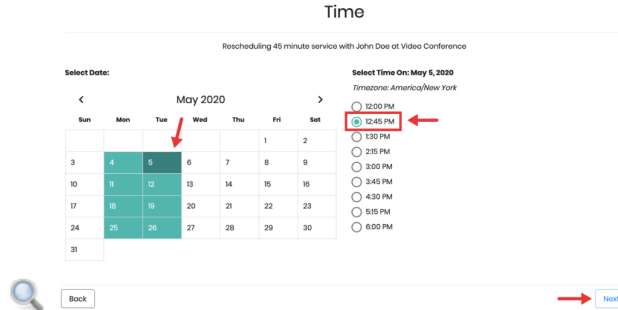
On the appointment details page, hit the "Reschedule Appointment" button:



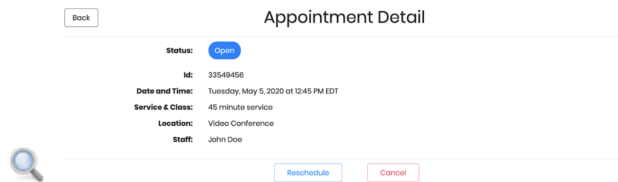


As mentioned in the intro to this documentation, if this button is  **disabled**, then the time where you are allowed to reschedule your appointment  as set by the business you're booking with has passed.


Clicking on the next button will take you to the screen where you can select a new date and time for your appointment. Select a date from the calendar and then a time from the list on the right and click next:



Pressing next will direct you back to the appointment details screen where you'll see the updated date and time:

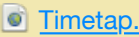



You'll also receive an email confirming that you rescheduled the appointment with a new link to cancel or reschedule if you need to in the future.



A Piece of Advice

Go to Timetap website where you can start your 30 day free trial.

 [Timetap.](#)



1.8. Test yourself.



Write an email about business arrangement.

Complete this email about an arrangement.

*week / get / I'm coming / on / in / at /
the evening*

Dear Eva,

_____ to the "Coronavirus news 2022" conference next _____. I'm glad you are going, too. I'm glad you are going, too. I'm arriving _____ Tuesday afternoon _____ May. I'll text you when I _____ to the hotel. Perhaps we can meet in _____? Are you free to go out for a meal _____ about 9:00?

Yours sincerely,
Mr. Johnson

Submit



Cancel arrangement.

Complete this email about an arrangement.

*appointment/ regret / announced /
assured / business*

Dear Mrs. Cloths,

I _____ that I will be unable to keep our 11:00 a.m. _____ next Tuesday, April 12. Our front office has just _____ a new policy canceling all employee travel for the next five months.

Until this restriction is 🙌 lifted, I will have to conduct all our _____ by telephone, fax, or e-mail. While I will miss our personal work sessions, please be _____ that I will continue to service your account as effectively as I have in the past.

Yours sincerely,
Peter Sottler.

Submit



Put the email in the right order.

Matching exercise.

ARRANGEMENTS	MATCH
1. I can call you then if it is convenient.	4

2. Are you free to talk about it on the phone tomorrow at about 10:15?	3
3. Could you please let me know?	5
4. I look forward to hearing from you soon.	6
5. With best wishes,	7
6. Thank you for your last email.	2
7. Dear Mr. Crown.	1
8. CEO RR Ltd. London	9
9. Mr. Johnes.	8

2.- How to make business travel arrangements.

Making travel arrangements is a responsible and stressful job. It is actually an art where your boss is made happy with the travel arrangements you make.



The key factor in arranging business trip for your boss is to pick the right agents whether it's through airways, online travel packages or through best travel sites.

Many companies have employees to control the cost of trips, and following those guidelines to the letter is the best way to ensure your travel plans are approved and that you are reimbursed for any expenses you have while on the road.

1. It is required to know bosses preferences before getting started for a travel plan. Include personal vehicle, rental car and air travel. Ask your boss about your company's travel procedures.
2. Get the name of the travel agent. If the company uses a centralized resource for booking travel, give that individual the complete details of your trip.
3. When booking the trip yourself, be sure to get a confirmation number for the flight, the hotel room and the rental car if applicable.
4. Contact the airline, hotel and rental car agency on your own at least a week before your trip to make sure the reservations are in place. Contact your employer if you encounter any problems.
5. Contact the person you will be meeting with to ask for the name of a nearby hotel. Hotel maps and booking services can be a big help, but it is often best to get the recommendation of someone in the area.
6. Keep all of your receipts during your trip and be sure to fill out your expense report as soon as you return. Attach any required receipts to the expense report to expedite the process.



Think about it

Picture yourself in this situation: you work for a company where carrying out your work means having some expenses, what procedure would you choose to justify the expenses? Enter the forum and share your knowledge with your classmates.



Translation

Show Feedback

Organizar viajes es un trabajo exigente y estresante. De hecho, es un arte con en el que su jefe se podrá alegrar con la organización del viaje que realiza. El factor clave para organizar un viaje de negocios para su jefe es elegir los agentes adecuados, ya sea a través de las líneas aéreas, los paquetes de viaje por internet o los mejores sitios de viajes. Muchas compañías tienen empleados para controlar el gasto de los viajes, y seguir esas pautas al pie de la letra es la mejor manera de garantizar que sus planes de viaje sean aprobados y que se le reembolsen los gastos que tenga mientras viaja.

1. Es necesario conocer las preferencias de los jefes antes de comenzar un plan de Incluye vehículo personal, coche de alquiler y transporte aéreo. Pregúntele a su jefe sobre los procedimientos de viaje de su empresa.

2. Obtenga el nombre del agente de viajes. Si la empresa utiliza un recurso centralizado para reservar un viaje, proporcione a esa persona los detalles completos de su
3. Al reservar el viaje usted mismo, asegúrese de obtener un número de confirmación para el vuelo, la habitación del hotel y el auto alquilado, si
4. Póngase en contacto con la aerolínea, el hotel y la agencia de alquiler de automóviles por su cuenta al menos una semana antes de su viaje para asegurarse de que las reservas están bien. Póngase en contacto con su jefe si tiene algún
5. Póngase en contacto con la persona con la que se reunirá para pedir el nombre de un hotel cercano. Los mapas de hoteles y los servicios de reserva pueden ser de gran ayuda, pero a menudo es mejor obtener la recomendación de alguien de esa zona.

Guarde todos sus facturas del viaje y asegúrese de completar su informe de gastos tan pronto como regrese. Adjunte todos los recibos requeridos al informe de gastos para acelerar el proceso.

2.1. Test yourself.



Autoevaluación

Listen to the following conversation between a travel agent and a client, then take the quiz available on the same web page.

[Travel Arrangements.](#)

Listen to the conversation again and try to fill in the gaps:

- ✓ **Travel Agent:** Freedom Travel. How may I help you?
- ✓ **Client:** Yes, I'd like to make a flight [redacted] for the twenty-third of this month.
- ✓ **Travel Agent:** Okay. What is your [redacted] ?
- ✓ **Client:** Well, I'm flying to Helsinki, Finland.
- ✓ **Travel Agent:** Okay. Let me check what flights are [redacted] ? Okay, and when will you be returning?
- ✓ **Client:** Uh, I'd like to [redacted] a return flight on the twenty-ninth. Oh, and I'd like the cheapest flight available.
- ✓ **Travel Agent:** Okay. Let me see. Um, hmm . . .
- ✓ **Client:** Yeah?
- ✓ **Travel Agent:** Well, the price for the flight is almost [redacted] the price you would pay if you leave the day before.
- ✓ **Client:** Whoo. Let's go with the cheaper flight. By the way, how much is it?
- ✓ **Travel Agent:** It's only \$980.
- ✓ **Client:** Alright. Let's go with that.
- ✓ **Travel Agent:** Okay. That's flight 1070 from Salt Lake City to New York, Kennedy Airport, transferring to flight 90 from Kennedy to Helsinki.
- ✓ **Client:** And what are the [redacted] and arrival times for each of those flights?
- ✓ **Travel Agent:** It leaves Salt Lake City at 10:00 AM, arriving in New York at 4:35 PM, then transferring to flight 90 at 5:55 PM, and [redacted] in Helsinki at 8:30 AM the next day.
- ✓ **Client:** Alright. And, uh, I'd like to [redacted] a vegetarian [redacted] .
- ✓ **Travel Agent:** Sure no [redacted] . And could I have your name please?



Submit



Check Vocabulary.

Show Feedback

ARRANGEMENT VOCABULARY


- ✓ **destination** (*noun*): the place a trip ends.
 - We'll reach our destination by 3:00 PM.
- ✓ **available** (*adjective*): not busy, ready for use.
 - Are there any seats available on the next train?
- ✓ **catch** (*verb*): get.
 - You can catch a taxi outside of the hotel lobby.
- ✓ **go with** (*phrasal verb*): choose something.
 - 🙌 I think I'll go with the budget tour to Hawaii on this trip.

- ✓ **transfer** (*verb*): change to a different transportation line.
 - You'll need to transfer to a city bus when you arrive at the train station.
- ✓ **departure** (*noun*): the act of leaving.
 - Passengers should check in two hours before their departure time.
- ✓ **vegetarian** (*noun*): one who eats little or no meat, fish, or animal products.
 - Although Charles considers himself a vegetarian, he sometimes eats chicken.



Autoevaluación

If you need to travel because of your job ...

- don't tell your boss if it is just an occasional trip to a client's office.
-  no matter how far your destination is, always make the necessary arrangements for it.
- don't expect the company to pay for all your expenses.

Sorry, think again!

Well done!

Sorry!try again!

Solution

1. Wrong
2. Correct Option
3. Wrong

To save money, it is important ...

- to know about the company's travel procedure.
- that you don't need to know about the company's travel procedure, just choose the cheapest things.
- to contact your client or someone in the area to help you find a nearby hotel.

Sorry try again!

Sorry!

Great job!

Solution

1. Wrong
2. Wrong
3. Correct Option

If the company uses a centralized resource for booking travel,

- you won't need to give them the individual details of your trip, they will make all the arrangements for you.
- you will need to give them all the individual details of your trip.
- don't ask them for an individual travel itinerary.

Sorry, try again!

Well done!

Oops! Read the text again!

Solution

1. Wrong
2. Correct Option
3. Wrong

During the trip...

- don't keep all the receipts if you booked your travel through a centralised resource.
- keep all your receipts and give them to the centralised resource to justify all your expenses.

- keep all your receipts and attach them to your expense report.

Sorry!

Think again!

Amazing!

Solution

1. Wrong
2. Wrong
3. Correct Option

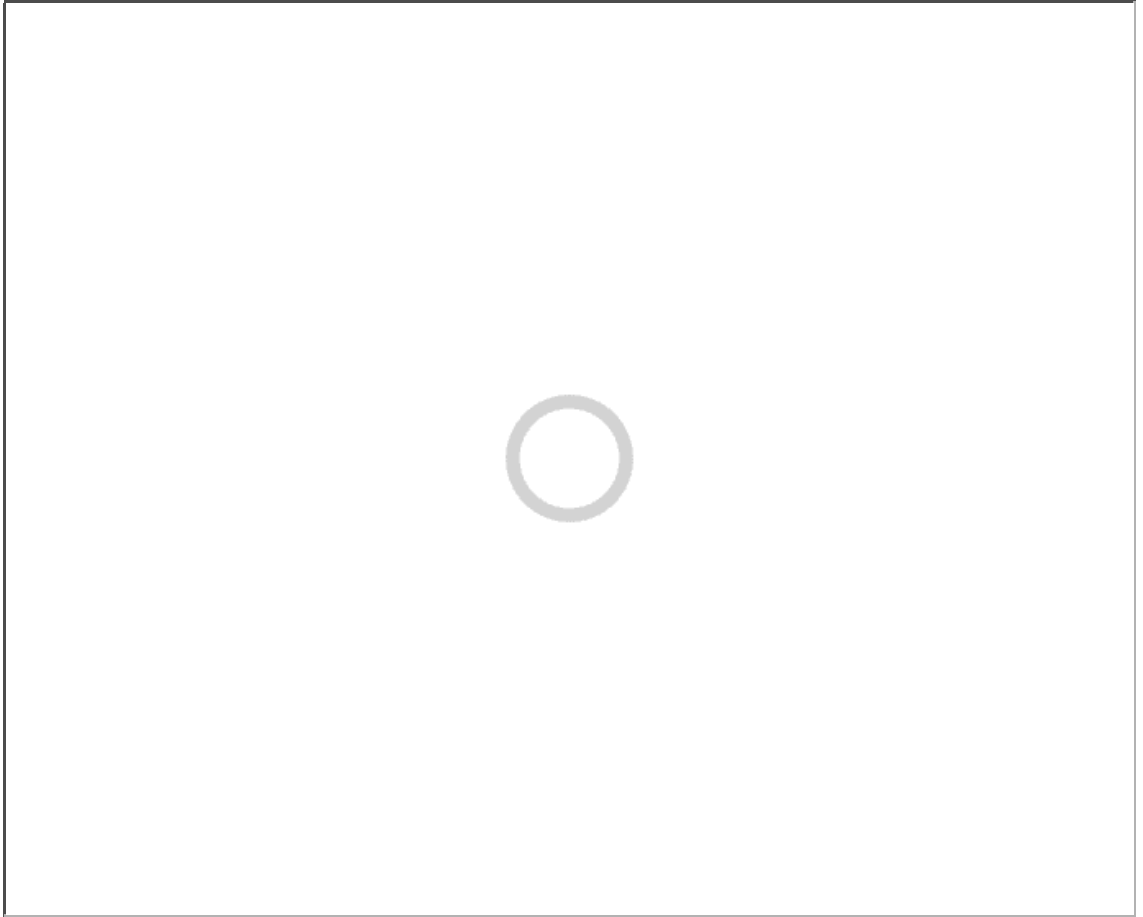
3.- How to make arrangements on the phone.

Making appointments is quick and simple over the phone. You can get a definite answer immediately. Or, sometimes, a day that you had planned for an appointment has to be changed. Imagine you get through to the person you want to speak to, do you know what to say to fix a meeting? The following sentences will help you:

Making arrangements.

MAKING ARRANGEMENTS	TRANSLATION
Can we fix an appointment?	¿Podemos fijar una reunión / cita?
Shall we arrange a meeting?	¿Podemos concertar una cita/ reunión?
How / What about Tuesday?	¿Qué le parece el martes?
Would Wednesday suit you?	¿Le vendría bien el miércoles?
Would Friday be suitable?	¿Le iría bien el viernes?
Shall we say Monday?	¿Qué le parece el lunes?
Would it be possible to meet up soon?	¿Podríamos reunirnos pronto?
That's fine! / That would be fine!	¡Me parece bien! ¡Perfecto!
That sounds good / great!	Suena bien / genial.
Sorry, I can't / won't be able to make Monday.	Lo siento, el lunes me es imposible.
Sorry, but I've got to (+INF) travel on that day.	Lo siento pero tengo que viajar ese día.
Sorry, but I've got a (+noun) meeting that day.	Lo siento pero tengo una reunión ese día.
I'll check my diary (B.E) / planner (Am. E).	Consultaré mi agenda.
A FORMAL INVITATION	
INVITATION ARRANGEMENTS	TRANSLATION
Mr./Mrs.. requests the presence of ...	El Sr./Sra.... solicita la presencia de ...
We are planning a dinner plan/ conference / convention.	Estamos planeando una cena/conferencia /convención.
On the occasion of the opening/conference /convention/trade fair/anniversary/promotion of ...	con ocasión de la inauguración/conferencia/convención/feria de muestras/aniversario/promoción de ...
We will be very pleased if you could attend/join us.	Estaríamos encantados si pudiese asistir/quedarse con nosotros.
We hope that you will be able to join us.	Esperamos que pueda unirse a nosotros.
We look forward to seeing you.	Estamos deseando verle.
Please, reply.	Por favor, confirme

MAKING ARRANGEMENTS	TRANSLATION
R.S.V.P: Secretary to Ben Smith, 112 School Road, New York	Normalmente se colocan estas iniciales al final de la invitación. Corresponden a "Confirme, por favor". Normalmente va seguida de los datos de la persona.
Mr./Mrs.. will be pleased to attend it.	El Sr./Sra.... estará encantado/a de asistir.
Mr./Mrs.. is unable to attend due to a prior engagement.	El Sr./Sra....no podrá asistir debido a un compromiso previo.
ACCEPTING OR DECLINING A FORMAL INVITATION	TRANSLATION
Thank you very much for the invitation to the ... you are holding on (date) at (place)	Gracias por la invitación a.. que tendrá lugar (fecha) en (lugar).
We are writing to confirm ...	Le escribimos para confirmar ...
It will be a pleasure to attend ..	Será un placer asistir ...
I'm looking forward to becoming personally acquainted with you after our long correspondence.	Será un placer encontrarme personalmente con usted después de mantener una correspondencia tan amplia.
I would be delighted to accept, but as I have already made arrangements to attend another important meeting ...	Sería un placer aceptar su invitación, pero ya había planeado asistir a otra reunión importante ...
I regret I will not be able to attend ...	Lamento comunicarle que no podré asistir a ...



3.1. Dialogues on the telephone.

Read carefully the following dialogues on the telephone:

DIALOGUE ON THE TELEPHONE 1

Client: Good morning, This is Margarat Patterson, may I talk to Miss Charlotte Smith, please?

Customer Service: Good afternoon madam, hold on the line, please, I'll put you through!

Client: Thank you very much.

Customer Service: Madam? I'm sorry, but I'm afraid the line is busy at the moment, can I take a message?

Client: Yes please. Could you tell her I'll call back later?

Customer Service: OK, thank you, bye.

DIALOGUE ON THE TELEPHONE 2

Client: Good afternoon, Rose Crown speaking, could I speak to Mr. Johnson, please?

Customer Service: Wait a minute please ... sorry madam, but I'm afraid Mr. Johnson is in a meeting. Can I take a message?

Customer Service: Yes please, could you tell him Mrs. Crown phoned? Thank you very much.

Client: Sure! Have a nice day, bye.



A step ahead

Read this example about making arrangements on the phone and do the activities.

 [Making arrangements.](#)

[Text summary](#)

3.2. Test yourself.



Now it's your turn

Put the words in the right order to build the sentences.

1. 8 a.m. So fix Tuesday at for it we'll.
2. busy I'm really week this.
3. make can you following the Sunday it?
4. perfect, Friday OK see at you 4 p.m. there!
5. 10 a.m. we shall say So Monday?
6. week Sorry, we postpone can it to next?
7. Monday how next afternoon about?

Submit



Now it's your turn

Now answer the following questions.

What do we say when we want to ...

1. How do you introduce on the phone? . .
2. How do you apologize for something we are going to say?
 .
3. How do you ask to take notes of who is calling? ?
4. How do you ask someone to wait? .
 .
5. How do you connect one person with another? .
6. How do you say the other person is not available? .
 .
7. How do you leave a message?
 ?
 ?

Submit

4.- Grammar: The first and second conditional.



Think about it

Read the following examples carefully and pay attention to verbal tenses. Do you know the difference between first and second conditional?

- ✓ **First conditional:** *If my secretary **travels** to Spain, she **will visit** Granada.*
- ✓ **Second conditional:** *If I **were** the CEO, I **would tell** my colleagues immediately.*

Look at the previous sentences again and choose the correct option.

1. Do we use the **first conditional** to talk about situations that **are possible or impossible to happen**?
2. Do we use the **second conditional** to talk about situations which are **imaginary or unlikely or very probable to happen**?

Show Feedback

1. We use the first conditional to talk about situations that are **possible** to happen.
2. We use the second conditional to talk about situations which are **imaginary or unlikely**.



Translation

Click here to read the Spanish version.

Show Feedback

- ✓ Utilizamos el primer condicional para hablar de situaciones que son posibles o probables.
- ✓ Utilizamos el segundo condicional para hablar de situaciones imaginarias o irreales, es decir, poco probables.

First and Second Conditional.

- ✓ The structure of the **first conditional** is:
 - If + **present simple**, **will + infinitive/present simple/imperative**
 - If you **cook** dinner, I **will wash** the dishes (*will+infinitive*)
 - If Katie **calls** you, **go** to her desk as soon as possible. (*Imperative*)
 - If you **click** on the icon, the computer **freezes**. (*present simple*)

✓ The structure of the **second conditional** is:

➤ **If+ past simple, would+ Infinitive**

- *If I knew the answer, I would write it down.*
- *If I **were** rich, I **would** run my own business.*
- *If Robert **were** younger, he **would** get a promotion. (If the verb is TO BE in the if-clause: IF + I/HE/SH/ IT/.. + **WERE** is recommended)*



Think about it

Some common mistakes when using the conditional:

- ✓ *If my **chief** was German, I would talk to him in English.*
- ✓ *If I was rich, I would buy a Rolex.*
- ✓ *If I drop an egg, it break.*

Can you correct them?

Show Feedback

- ✓ *If my **chief** **WERE** German, I would talk to him in English.*
- ✓ *If I **WERE** rich, I would buy a Rolex.*
- ✓ *If I drop an egg, it **breakS**.*

4.1.- Now put it into practice.



Test yourself.

Fill in the gap using the **first conditional**.

1. If they [] the meeting 🗓️ I won't attend it.
2. If a client is unhappy, you [] to calm him down.
3. If you have a cold, you [] to go out.
4. She will 🗓️ run her startup if she will 🗓️ be fired.
5. If Patrick comes late he [] the new assistant.
6. If someone [] this button, the machine won't work.
7. If Katie speaks to the boss right now, he [] her tomorrow.

Submit



Now it's your turn

Fill in the gap using the **second conditional**.

1. If the coronavirus pandemic continued, the party [] (take) place indoors in the form of virtual party.
2. If he didn't apologise, Robert [] (not accept) him again in his team.
3. If she refused the promotion she [] (waste) a great opportunity.
4. If the shop assistant [] (treat) a client rudely he would make a big mistake.
5. I would help you if I [] (have) the opportunity to do it.

Submit



Think about it

Choose one of these topics and write down 🗓️ as much as you can about it. Then, enter the forum and share your opinion with your teacher and classmates.

- ✔️ **What happens if you get up early to work every day?**
- ✔️ **What would you do if you ran your own startup?**

Remember to **use the conditional tense**. Good luck!

5.- Unless.



Think about it

Be careful! "Unless" introduces a dependent clause with a condition and it means (if... not).

Unless Kate drives me my birthday present, I won't invite her to the dinner.

Show Feedback

Unless is quite common in the **first conditional** but it's less frequently used in the second.



Translation

Click here to read the Spanish version.

Show Feedback

Unless significa lo mismo que **if+not**. Al igual que "if", "unless" va seguido de un verbo en presente, pasado o "past perfect" (nunca de un condicional).

Unless significa "a no ser que" "Si no" y se utiliza para expresar que algo no ocurrirá si no se cumple la condición. Esta partícula es muy común en el primer condicional, menos frecuente en el segundo.



A Step Ahead

In the next link you can improve your knowledge about if and unless:

[If and unless.](#)

5.1.- Now put it into practice.



Now it's your turn

Fill in the gaps using "If" or "unless."

1. Mathilde doesn't mind, you'll sit here.
2. you love him, marry him.
3. she does well in the meeting, the budget won't be accepted.
4. you don't understand the exercise, I'll try to help you.
5. I'll go to the beach with you it rains this weekend.
6. we learn from our mistakes, we may go them again.
7. Rocky will be sent to prison he is caught in the act.
8. He must study he doesn't want to flunk the course.

Submit

Appendix.- Licences of resources.

Licences of resources used.

Resource (1)	Resource information (1)	Resource (2)	Resource information (2)
	Autoría: Images-of-money. Licencia: CC by 2.0. Procedencia: http://www.flickr.com/photos/59937401@N07/5834355621		Autoría: agirregabiria. Licencia: CC by-nc-sa 2.0. Procedencia: http://www.flickr.com/photos/agirregabiria/33453013/sizes
	Autoría: edenpictures (Eden, Janine and Jim) Licencia: CC by 2.0. Procedencia: http://www.flickr.com/photos/edenpictures/5348537044/in/photostream/		Autoría: My Tudut. Licencia: CC by nc-sa-2.0. Procedencia: http://www.flickr.com/photos/mytudut/5188623575
	Autoría: _StaR_DusT. Licencia: CC by-nc 2.0. Procedencia: http://www.flickr.com/photos/star-dust/775368469/		Autoría: Ombrelle (Martin) Licencia: CC by-nc-sa 2.0. Procedencia: http://www.flickr.com/photos/flyweb/3780683263/
	Autoría: Treehugger. Licencia: CC by-nc-sa 2.0. Procedencia: http://www.flickr.com/photos/alnad/4638014/		Autoría: Trozbo. Licencia: CC by nc-sa 2.0. Procedencia: http://www.flickr.com/photos/ozbos/2421365752