

Telephone Conversation

Caller



Receiver



Give your name. Ask how he/she is.

Say your name. Offer help.

Reply. Say you are calling to ask if he /she is free for a meeting.

Reply and ask (*And you?*)



Say you will check your diary (schedule). Ask when is good for him/her.



Ask if he/she is free on (day)

Say you are busy & give reason. Give another day.



Say that is fine. Ask if he/she is free at (time)

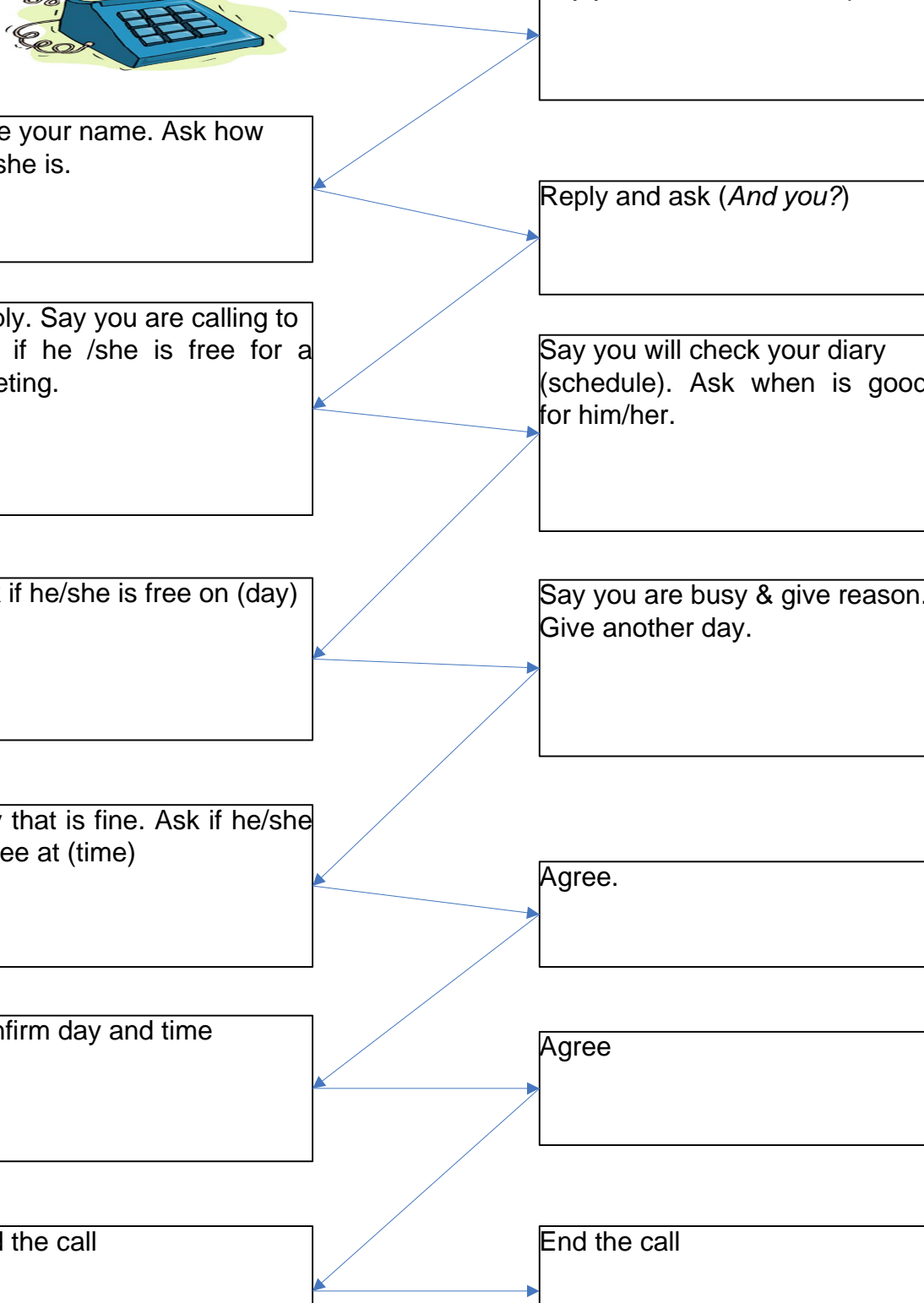
Agree.

Confirm day and time

Agree

End the call

End the call



Telephone Scheduling Conversation (possible answers)

A: My name is Paula Ramirez. May I help you?

B: I am John Carryou. How are you Paula?

A: Great. And you?

B: Good. Paula, I'm calling to ask if you are free for a meeting.

A: Sure. I just need to check my schedule. When is a good time for you?

B: Are you free on Friday?

A: Sorry, I have meetings all day then. How about Monday?

B: That's fine. Are you free at 9:30 AM?

A: Sure.

B: Ok. That's Monday at 9:30AM.

A: OK. I look forward to seeing you.

B: I look forward to seeing you too. Bye Paula.

A: Bye John.