



MAKING APPOINTMENTS

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1. Talk To your Partner

Student A: Ask questions 1–6.

Student B: Answer, then ask your questions 1–6.

Student A	Student B
1. How often do you make appointments?	1. What was your last appointment?
2. What appointments are difficult to arrange?	2. Do you prefer making appointments online, by phone or in person?
3. Do you prefer morning or afternoon appointments?	3. Would you wait two weeks for a good appointment time?
4. How far in advance do you usually make an appointment?	4. What do you do if you cannot keep an appointment?
5. Have you ever forgotten an appointment?	5. Have you ever arrived late for an appointment?
6. What makes an appointment easy or difficult to arrange?	6. What is the best time of day for an appointment?

2. Appointment Vocabulary

Match the words with the meanings.

- | | |
|---------------------|--|
| 1. appointment | A. to change an appointment to a different time |
| 2. available | B. a planned meeting at a particular time |
| 3. schedule | C. able to do something at a particular time |
| 4. confirm | D. to say that an arrangement is definitely going to happen |
| 5. cancel | E. to stop an appointment from happening |
| 6. reschedule | F. a plan showing times and activities |
| 7. delay | G. a situation in which something happens later than planned |
| 8. appointment time | H. the exact time of your appointment |

3. Complete The Sentences

Use the words in the box.

available / appointment / confirm / cancel / reschedule / time

- I'd like to make an _____.
- Are you _____ on Thursday?
- What _____ would be convenient for you?
- I'd like to _____ my appointment for next week.
- I need to _____ my appointment because I can't come.
- I'd like to _____ my appointment for tomorrow.

4. Which Time Works?

You need to make an appointment.

The receptionist says:

- **Monday:** 9:00, 11:30, 3:00
- **Tuesday:** 10:00, 2:00, 4:30
- **Wednesday:** 9:30, 1:00
- **Thursday:** 11:00, 2:30, 5:00

Choose a time for each person.

Person A:

"I work until 2:00 every day."

Best time: _____

Person B:

"I have a meeting on Monday morning and Tuesday afternoon."

Best time: _____

Person C:

"I need an appointment after 4:00."

Best time: _____

Now explain your choices to your partner.

REAL ENGLISH BOX

Instead of saying:

"I want an appointment."

Try: "I'd like to make an appointment."

Instead of:

"What time is free?"

Try: "What times are available?"

Instead of:

"Can I change it?"

Try: "Could I reschedule my appointment?"

Teacher's Key

2. Appointment Vocabulary

1-B, 2-C, 3-F, 4-D, 5-E, 6-A, 7-G, 8-H

3. Complete The Sentences

1. appointment
2. available
3. time
4. reschedule
5. cancel
6. confirm

4. Which Time Works?

A – Tuesday 2:00 / Wednesday 1:00 / Thursday 2:30 or 5:00

B – Tuesday 10:00 / Wednesday 9:30 or 1:00 / Thursday any available time

C – Tuesday 4:30 / Thursday 5:00