

Get ready!
1 Before you read the passage, talk about these questions.

- 1 Why do you use the phone for business?
- 2 What business arrangements can you make on the phone?

Reading

2 Read the excerpt from a popular blog. Then, mark the following statements as true (T) or false (F).

- 1 Secretaries are responsible for scheduling appointments.
- 2 It is helpful to prepare before making calls about appointments.
- 3 It's impolite to repeat information.

Vocabulary

3 Match the words (1-6) with the definitions (A-F).

- 1 — available
- 2 — clarify
- 3 — contact information
- 4 — book
- 5 — reschedule
- 6 — scheduling details

- A to change the time and/or date of an appointment
- B to repeat information to make sure that it's correct
- C present or ready for use
- D information such as phone numbers, addresses and/or email addresses
- E information such as a time, date and day
- F to make an arrangement.

The Secretary's Guru

By Michael Smith

Arranging, booking and rescheduling appointments are important parts of a secretary's job. But secretaries make mistakes: especially on the telephone. How, then do you make excellent **arrangements**? Just follow these easy tips:

- Prepare before **making the call**. Get any necessary documents and information ready beforehand.
- Speak clearly, and not too fast. From time to time, make sure the other person understands you.
- Ask when the person is **free**, or **available**. Make note of these times in a schedule book.
- **Clarify** information like dates and times.
- Repeat all **contact** and **scheduling details**.
- Always be polite!

