Meetings & appointments

Workplace Conversation Desk Reference / 01 • Start & offer

Use the left-hand phrase to start. Listen to the reply, then use NEXT to continue. Replace the brackets with confirmed details.

01 / Open the conversation

YOU Good morning, this is [name] from [company]. Is now a good time to talk?

THEY Yes, of course.

NEXT I'm calling about your appointment on [date] at [time].

02 / Explain the reason

YOU I'm afraid we need to rearrange your appointment because [brief reason].

THEY I see. What are my options?

NEXT Let me check our available times.

03 / Request an earlier time

YOU Could we bring your appointment forward to [date/time]?

THEY I may be available earlier.

NEXT Would [specific time] work for you?

04 / Request a later time

YOU Would it be possible to move your appointment to a later time?

THEY How much later?

NEXT Could we move it from [old time] to [new time]?

05 / Check availability

YOU Are you available on [date] at [time]?

THEY I'm not sure yet.

NEXT Would you like me to check another day?

06 / Offer alternatives

YOU I can offer [option A] or [option B]. Which would suit you better?

THEY Option B works for me.

NEXT Great. Let me confirm that slot for you.

Before promising a time

Check the calendar or booking system first. Keep the original arrangement clear until the replacement is agreed or your workplace procedure requires a different action.

Respond & close

Workplace Conversation Desk Reference / 02 • Resolve & confirm

07 / An alternative is unsuitable

YOU Unfortunately, [time] isn't available. Could we try [alternative]?

THEY I can't make that either.

NEXT What day or time would be more convenient for you?

08 / Apologise for inconvenience

YOU I'm sorry for the inconvenience, especially at such short notice.

THEY This is quite inconvenient.

NEXT I understand. Let me see what alternatives are available.

09 / Handle uncertainty

YOU Would you like some time to check your diary?

THEY Yes, I'll get back to you.

NEXT Of course. I'll note that no new time is confirmed yet.

10 / Confirm the agreed time

YOU Just to confirm, [date] at [time] [time zone], at [location / via platform]. Is that correct?

THEY Yes, that's correct.

NEXT Thank you. I'll send a confirmation [email / text].

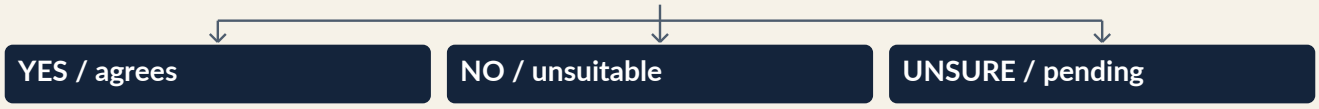
11 / Close the conversation

YOU Is there anything else I can help you with?

THEY No, that's everything.

NEXT Thank you for your time. Have a lovely day.

CALL MAP Ask → check → offer a specific time



YES / agrees	NO / unsuitable	UNSURE / pending
Confirm date, time, zone and location. Send update.	Ask preference. Check and offer a new option.	Agree next step. State that no new time is confirmed.

NO: return to check/offer. **YES:** close. **UNSURE:** follow up as agreed.