

B1

PHONE & VIDEO CALLS

DIALOG · 3 MIN.

Calling a Customer to Confirm an Appointment · Podcast

One short call, one confirmed appointment: securing the date, time and place — and ending the call professionally.

Listen to the episode +
comprehension test:

<https://www.englisch-lehrer.com/podcasts/calling-a-customer-to-confirm-an-appointment>

NAME

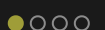
DATE

BRICK 1 · LEARN THE KEY PHRASES



Read the eight phrases with meaning and example. You will hear all of them in the episode.

ENGLISH	DEUTSCH	EXAMPLE
to confirm	bestätigen	<i>I am calling to confirm our appointment for Monday.</i>
Is now a good time?	Passt es gerade? (höflicher Gesprächseinstieg am Telefon)	<i>Hello, this is Anna from sales — is now a good time?</i>
scheduled for	angesetzt / eingeplant für	<i>The technician is scheduled for Friday at nine.</i>
Does that still work for you?	Passt das noch für Sie?	<i>We said 2 pm — does that still work for you?</i>
roughly	ungefähr, grob	<i>The installation takes roughly three hours.</i>
caretaker	Hausmeister / Hausmeisterin	<i>The caretaker will open the boiler room for you.</i>
work order	Arbeitsauftrag	<i>The access details are on the work order.</i>
written confirmation	schriftliche Bestätigung	<i>You will receive a written confirmation today.</i>



BRICK 2 · FILL THE GAPS



Complete the missing word from the conversation.

scheduled

planned

booked

terminated

see us

see you

meet us

watch us

- 01 Our technician is _____ for Thursday at ten o'clock in the morning. Does that still work for you?
- 02 Thank you for your time, Mrs Carter. Then we _____ on Thursday!

BRICK 3 · TRUE OR FALSE?



Tick one. T = true, F = false.

- 01 The boiler service will take roughly two hours. T ☐ F ☐
- 02 Mrs Carter has to wait for the confirmation until the next day. T ☐ F ☐

BRICK 4 · ORDER



Number the steps of the conversation (1–5).

- 01 ☐ Daniel promises a written confirmation and they say goodbye
- 02 ☐ They confirm Thursday at ten o'clock
- 03 ☐ Daniel checks her mobile number
- 04 ☐ Daniel introduces himself and asks if now is a good time
- 05 ☐ Mrs Carter explains the access via the side entrance

BRICK 5 · YOUR VERSION



Write two sentences of your own using phrases from Brick 1.

MINI-CHECK – CAN I DO THIS YET?

- ☐ I can announce a delay politely.
- ☐ I can propose an alternative.
- ☐ I can promise written confirmation.

Listened twice and ticked everything? Then you are ready for the real conversation.

Cut-out flashcards

× Cut out, fold on the line – English in front, German on the back. Or practise digitally:

<https://www.englisch-lehrer.com/podcasts/calling-a-customer-to-confirm-an-appointment>

to confirm

I am calling to confirm our appointment for Monday.

bestätigen

Is now a good time?

Hello, this is Anna from sales — is now a good time?

Passst es gerade? (höflicher Gesprächseinstieg am Telefon)

scheduled for

The technician is scheduled for Friday at nine.

angesetzt / eingeplant für

Does that still work for you?

We said 2 pm — does that still work for you?

Passst das noch für Sie?

roughly

The installation takes roughly three hours.

ungefähr, grob

caretaker

The caretaker will open the boiler room for you.

Hausmeister / Hausmeisterin

work order

The access details are on the work order.

Arbeitsauftrag

written confirmation

You will receive a written confirmation today.

schriftliche Bestätigung

Answer key

Check only when you have finished. Every answer comes with the **why**.

BRICK 2 · FILL THE GAPS

01 **scheduled**

"Scheduled for" is the standard phrase for planned appointments. "Terminated" does not exist — German "Termin" is not an English word!

02 **see us**

Daniel literally says "we see us" — the classic word-for-word translation of "wir sehen uns". The correct phrase is "See you on Thursday!" or "We'll see each other on Thursday."

BRICK 3 · TRUE OR FALSE?

01 **True**

True — Daniel says roughly two hours, finished by midday.

02 **False**

False — the written confirmation arrives within the next hour.

BRICK 4 · ORDER

- 01 **1.** Daniel introduces himself and asks if now is a good time
- 02 **2.** They confirm Thursday at ten o'clock
- 03 **3.** Mrs Carter explains the access via the side entrance
- 04 **4.** Daniel checks her mobile number
- 05 **5.** Daniel promises a written confirmation and they say goodbye

KEEP PRACTISING LIVE

Want to practise these phrases in a real conversation?

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