

## Setting up a meeting (Conversation on phone)

As many quick-learning students of business know (perhaps from reading one of our previous lessons!), business phone calls are great for developing professional relationships and making agreements, for a number of different reasons. With that said, when a lot of time, money, and respect are on the line, it's not unusual for two or more individuals to meet and discuss a matter of significance face-to-face.

Face-to-face meetings have been important parts of the business process for years, and all signs indicate that they will remain so for many years to come. However, arranging a face-to-face meeting is a process most often completed through a business phone call; thus, it's imperative that this call be as precise as possible.

Consider the following business phone call example, wherein the caller sets up a face-to-face meeting:

Lotner: Hello, Jack? It's Jared. I had a chance to review the information you emailed, and I'm very impressed.

Tempt: That's great to hear, Jared! I was hopeful that you'd be satisfied.

Lotner: Well, I certainly am, and if possible, I'd like to meet you in-person to discuss some questions I had.

Tempt: That's definitely possible; when were you thinking, for the meeting?

Lotner: I'm a bit busy the rest of this week...Would next Tuesday around noon work?

Tempt: Let's see...Yes, I'm all free next Tuesday at noon.

Lotner: Excellent! Would you like to meet at my office? I can also come to yours, if you'd like.

Tempt: Your office works for me.

Lotner: Fantastic! I'll see you then.

Tempt: I'm looking forward to it.

This typical example might seem insignificant, but it could once again mark the start of a massive, mutually beneficial partnership. In the "real world," arranging a meeting might be slightly more difficult, because of each businessperson's busy schedule, but if one remains professional and courteous, the process should be successful.

## Did you understand the text?

### 1) What is a face-to-face meeting, in the business world?

- a) A beneficial business conference between two or more professionals to discuss a matter of significance
- b) A video conference
- c) A multi-person phone conversation
- d) None of the above

### 2) How are face-to-face meetings typically set up?

- a) Through a text message
- b) Through a phone call
- c) Through an email
- d) Through a letter

### 3) How should issues with scheduling a face-to-face meeting be solved?

- a) Respectfully, and with an understanding of the other party's busyness
- b) Rudely, to force the other party's hand
- c) Loudly, to fix the issue as quickly as possible
- d) Angrily, to intimidate the other party

### 4) Which of the following is a potential benefit of a face-to-face meeting?

- a) A fun time that takes all involved individuals' minds off of work
- b) The development of a profitable and mutually beneficial arrangement
- c) Face-to-face meetings have no benefits
- d) Having an opportunity to tell funny jokes

### 5) What should one do if an attempt to arrange a face-to-face meeting is unsuccessful?

- a) Call back and try again immediately
- b) Contact the other party's supervisor and explain the situation
- c) Ignore the other party forever
- d) Try to arrange the meeting at a later and more convenient time