

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

More questions about the text:

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