

How to politely accept or decline an appointment request?

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You are the Information Manager at a renowned company and a service vendor has requested an appointment. Your secretary informs you that your schedule at the requested time is packed. Hence, you wish to decline the meeting request. However, you are wondering about the best way to decline the request without hurting business relations.

Make use of your fluent English skills to politely reject the appointment request such that it does not come across as rude. This article will show you the best way to accept or reject an appointment request by a call or email. Follow the below samples as guidelines.



A. Sample Acceptance for a Meeting

a. By Phone

Situation: Your time schedule permits you for an appointment with your vendor. You dial them.

You: Hello, Am I speaking to Mr. Shah?

Shah: Yes? May I know who this is?

You: This is Rajat calling from Capgemini. You had requested for a meeting with me to discuss our service agreement.

Shah: Yeah. That's right. So is 21 November, 11.00 am fine by you?

You: Yes. I can accept the meeting request as my schedule is free on the mentioned date and time. We can discuss the agreement in detail.

Shah: So it's decided then, I, along with my representatives will be there at your office on 21 November at 11.00 am.

You: Okay. Looking forward to our meeting. Thanks. Have a great day!

b. By Email

From: This email address is being protected from spambots. You need JavaScript enabled to view it.

meeting invitation on 21 November. We can have a meeting at 11.00 am on that day in my office.

Kindly revert in case of clarifications.

Thanks and Regards,

Rajat Singh

Information Manager

Capgemini.



B. Sample Rejection for a meeting appointment

a. By Phone

Situation: Your secretary informs you that your schedule for this month is packed but a vendor has called and is insisting on a meeting with you. You tell her to transfer the call to you.

You: Hello.

Shah: Hello, Mr. Rajat. How are you doing?

You: I am doing fine, Mr. Shah.

Shah: Glad that you took up our call. We were planning to meet you up at your office tomorrow at 11 am. I have also forwarded you an email with this regard a few days back.

You: My apologies for not replying to your email, but I am afraid my schedule is packed for this week.

Shah: Okay. Can we reschedule it then for next week?

You: That sounds perfect. Let me check my calendar for next week and revert to you via email. Is that okay?

Shah: Sounds great. Thanks for calling.



The above samples show how to politely accept or reject a meeting request. Professional English language is a mandatory in such communications so that your business relationships remain intact. Any misunderstanding can have an adverse effect on your goodwill and business. Therefore, make sure your English speaking skills and writing skills are up to date and polished. If you want to improve your [spoken English](#) skills, take assistance from an online English tutor.

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- By Monika Agarwal

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