



# Telephone messages

Lesson code: 11R5-X6CE-E5MH

INTERMEDIATE

American English

## 1 Warm-up

Think of all the reasons why someone may not be able to take a call, e.g., he/she's out of the office.

## 2 Leaving a message

Complete the sentences below with the following words:

<del>afraid</del>	anything	<del>busy</del>	<del>calling</del>
<del>catch</del>	<del>hold</del>	<del>just</del>	<del>let</del>
<del>repeat</del>	<del>sorry</del>	sure	<del>take</del>

- I'm afraid he's not in the office right now. Can I take a message?
- I'm sorry but she's in a meeting right now.
- I'm sorry but the line is busy. Would you like to hold?
- I'm sorry, I didn't catch your name. Could you repeat it?
- I'll let him know you called. Thank you for calling.
- Could you just tell him I called?
- I'll make sure she gets your message.
- Is there anything else?

Now complete the following dialogues using seven of the sentences from above:

### Dialogue 1

A: Good afternoon, Samsons Ltd.

B: Hello, May I speak to Mr. Calson, please?

A: Who's calling, please?

B: This is John Sanders from the London office.

A: I am sorry I didn't catch the name

B: Yes, it's John Sanders. That's S-A-N-D-E-R-S.

A: OK, Mr. Sanders ... I am sorry the line is busy. Would you like to hold?

B: I'm quite busy at the moment. Could you just tell him I called

A: Certainly. I'll make sure he gets your message



**Dialogue 2**

A: Hello, Marketing Department.

B: Hello, this is Delia Jones from Net Systems Inc. Could I speak with Mrs. Kim, please?

A: **I am sorry she is busy/ not available**

B: Can I leave a message?

A: Certainly.

B: **Could you tell her that we have just received the shipment we ordered and the invoice amount is correct this time.**

A: OK, I've got that. **Is there anything else.**

B: No, that's all. **I'll make sure she gets**

A: OK, Mrs. Jones. **your message** <sup>7</sup>.

B: Thank you very much. Goodbye.

In pairs, practice a similar call like those in Exercise 2 without using your notes.

**3 Taking down information**

Listen to the phone conversation and complete the telephone message below.



To: Jane Harris

From: Anthony Smart

Tel. number: .....

Message: .....

Listen again and check the expressions that you hear:

**Leaving a message**

Could I leave a message?

Did you get that?

Do you have something to write with?

Could you tell her that ...

**Taking a message**

One moment, I'll just get a pen and paper ... OK, go ahead.

Can I just check that?

Let me just read that back to you.

May I have your number, please?

Right, I'll make sure [Mrs. Harris] gets your message.



## 4 Checking information

On the phone, you need to spell words and read numbers. Read the following information aloud:

- a. g/j
- b. 125
- c. 30,309
- d. 12.90
- e. www.abc.com
- f. 61-4
- g. andrew\_smith@abc.com
- h. \$43.95
- i. 713 0043 (*telephone number*)

Complete the mini-dialogues using the phrases below. Practice reading the dialogues with a partner.

Can I just check that?

Can you say it again?

Sorry, did you say ...?

Can you repeat that again?

OK, I've got that.

Sorry, is that ...?

A: My name is Johnson. That's J-O-H-N-S-O-N.

B: J-O-H-N-S-O-N. \_\_\_\_\_<sup>1</sup>

A: The email address is tony\_simmons@gmail.com.

B: Sorry, I didn't get that. \_\_\_\_\_<sup>2</sup>

A: The phone number is 543-22-001.

B: \_\_\_\_\_<sup>3</sup> That's 543-22-001.

A: Yes, exactly.

A: The password is 3b-jks/74; that's '3', lower case 'b', 'dash', lower case 'jks', 'slash', 74.

\_\_\_\_\_<sup>4</sup>

B: That's '3', lower case 'b', 'dash', lower case 'jks', 'slash', 74.

A: Yes, that's correct.

A: The price is \$9.14.

B: \_\_\_\_\_<sup>5</sup> \$9.14 or \$9.40?

A: I said \$9.14.

A: The website address is www.microelectronics.com.

B: \_\_\_\_\_<sup>6</sup> 'micro dash electronics' or 'microelectronics' one word?



**A:** Microelectronics - one word.

## 5 Role play

**Invent four pieces of information that a coworker of yours needs: a name, phone number, email address, and a password.**

- Name:
- Tel. number:
- Email address:
- Password:

**Work in pairs. Imagine that your coworker is currently unavailable. Call your partner who works in the same office and practice leaving and taking messages. Take turns making a phone call for each piece of information.**



3 Taking down information

**Maria Gomez:** Hello, Maria Gomez speaking.

**Anthony Smart:** Hello, may I speak with Jane Harris, please?

**Maria Gomez:** I'm afraid she's not in her office right now. Who's calling please?

**Anthony Smart:** This is Anthony Smart from Xcel Systems. Could I leave a message?

**Maria Gomez:** Certainly.

**Anthony Smart:** Could you tell her that I have found the order reference number she needed. The number is XTC ...

**Maria Gomez:** One moment, I'll just get a pen and paper ... . OK, go ahead.

**Anthony Smart:** The reference number is XTC2994B4.

**Maria Gomez:** OK. Let me just repeat that back to you. That's XTC2994B4.

**Anthony Smart:** That's correct.

**Maria Gomez:** Could you give me your number please?

**Anthony Smart:** Yes, it's area code 345, 927-781

**Maria Gomez:** 345-927-781. Right, I'll make sure Mrs. Harris gets your message. Thank you for calling. Goodbye.



**1 Warm-up**

*Elicit possible reasons from the students, e.g., he/she is traveling for business, he/she is at lunch, he/she is busy with a customer, he/she is on another line, etc.*

**2 Leaving a message**

1. afraid; take 3. busy; hold 4. catch; repeat 5. let; calling 6. just 7. sure 8. anything

1. I'm sorry I didn't catch your name? Could you repeat it please?
2. I'm sorry but the line is busy. Would you like to hold?
3. Could you just tell him I called?
4. I'll let him know you called. Thank you for calling.
5. I'm sorry but she's in a meeting at the moment. Can I take a message?
6. Is there anything else?
7. I'll make sure she gets your message

**3 Taking down information**

Tel. number: 345-927-781

Message: He has the order reference number Jane Harris needed: XTC2994B4

- Could I leave a message?
- Could you tell her that ...
- One moment, I'll just get a pen and paper ... OK, go ahead.
- Let me just read that back to you.
- May I have your number, please?
- Right, I'll make sure [Mrs. Harris] gets your message.

**4 Checking information**

- a. g/j - 'G slash J' or 'G forward slash J'
- b. 125 - 'one hundred and twenty-five'
- c. 30,309 - 'thirty thousand, three hundred and nine'
- d. 12.90 - 'twelve point nine zero'
- e. www.abc.com - 'www dot ABC dot com'
- f. 61-4 - 'sixty-one dash four'
- g. andrew\_smith@abc.com - 'Andrew underscore Smith at ABC dot com'
- h. \$43.95 - 'forty-three dollars and ninety-five cents'
- i. 713 0043 (telephone number) - 'seven one three double zero (or zero zero) four three'

1. OK, I've got that.
2. Can you say it again?
3. Can I just check that?
4. Can you read that back to me?
5. Sorry, did you say
6. Sorry, is that

**5 Role play**

*Have the students sit back-to-back to simulate a telephone call. Encourage the use of expressions from the previous exercise to make sure that the information they dictate to each other is taken down correctly. Students compare the information they wrote down at the end of the exercise.*

