

GENERAL ENGLISH

Lesson 4 – TAKING AND LEAVING A MESSAGE



Lesson 4 – Taking and Leaving a Message

Introduction

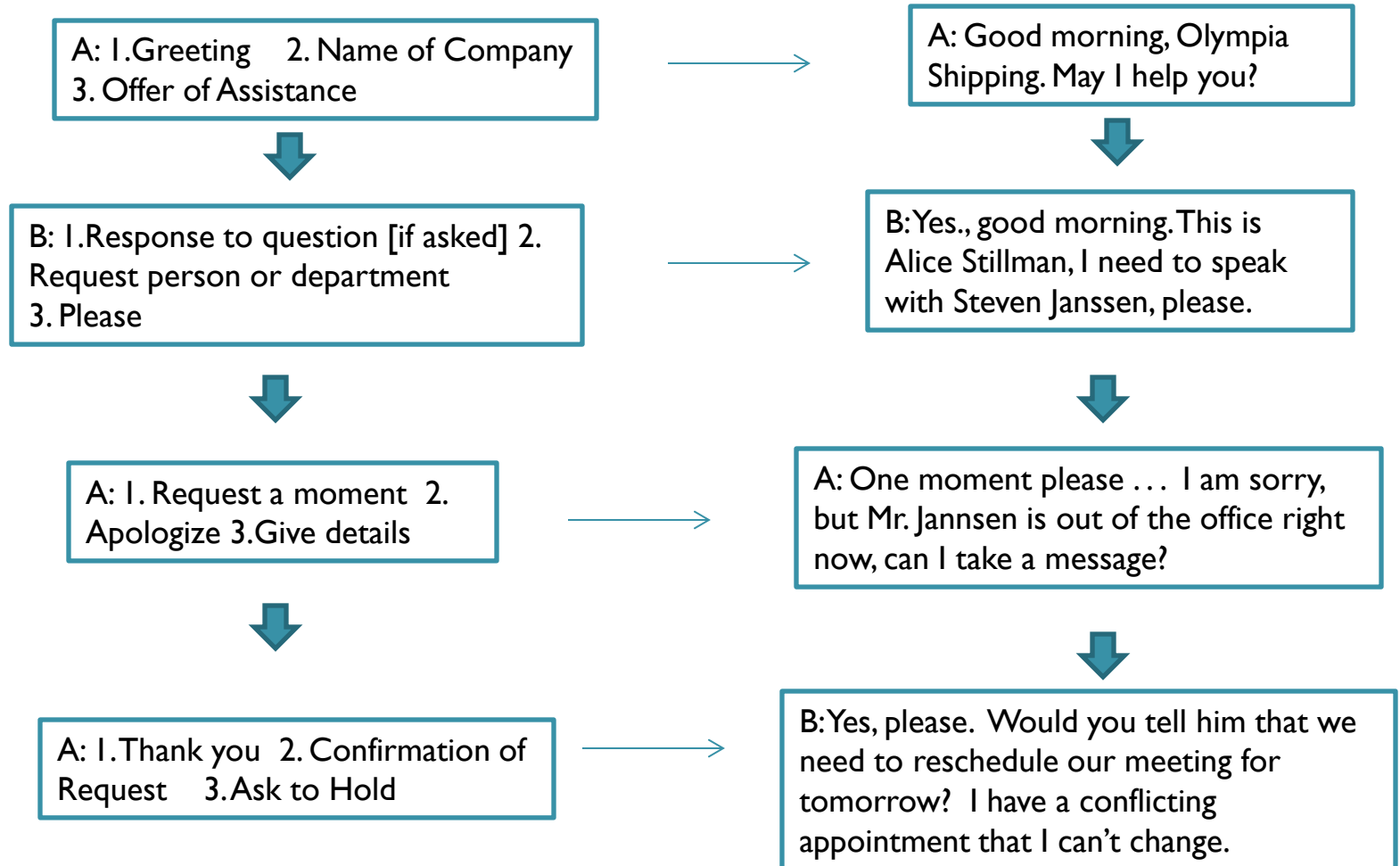
** This lesson begins where the **Telephoning Lesson** left off **

Everyone except the very top executives end up taking messages for someone at some time. The basics of the process are easy and fairly routine.



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Structure of a Typical Conversation



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Continuation...

A: 1. Confirm that you will give the message 2. Repeat the message 3. Confirm the accuracy of the message



A: 1. Ask for the caller's telephone number



A: 1. Confirm the telephone number 2. Ask if anything else is needed



A: Of course. I'll let him know that you have a conflicting appointment tomorrow that you can not change it, is that correct Ms. Stillman? B: Yes, that is correct.



A: And may I have your number please, Ms. Stillman? B: Yes, I am at 422-5692, that's Hanson Furniture Company.



A: That's 422-5692. Is there anything else I can help you with, Ms. Stillman? B: No, thank you. That's all I needed. Bye bye. A: Good bye, Ms. Stillman.

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Exercise

Activity I. Practice the dialogue. Change the underline words. Make up details.

A: Good morning, Olympia Shipping. May I help you?

B: Yes, good morning. This is Alice Stillman. I need to speak with Sven Jannsen, please.

A: One moment please . . . I am sorry, but Mr. Jannsen is out of the office right now, can I take a message?

B: Yes, please. Would you tell him that we need to reschedule our meeting for tomorrow? I have a conflicting appointment that I can't change.

A: Of course. I'll let him know that you have a conflicting appointment tomorrow that you can not change it, is that correct Ms. Stillman?

B: Yes, that is correct.

A: And may I have you number please, Ms. Stillman?

B: Yes, I am at 422-5692, that's Hanson Furniture Company.

A: That's 422-5692. Is there anything else I can help you with, Ms. Stillman?

B: No, thank you. That's all I needed. Bye bye.

A: Goodbye, Ms. Stillman.

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Exercise

Activity II. Work with a partner and use the information in the table below. Use the full dialog from the previous slide.

name & #	company	calling	at	message
1. Susan Wilcox 667-6325	Rambus Microchips	Willy Gates	MicroSurf, Inc	the microchips you ordered have arrived.
2. Dave Young 863-6832	Rig Oil Corp.	Tanya Smith	Jimbo's Gas Stations	prices are going up next week – better to order now
3. Francisco Vasquez 896-8967	DDD Inc.	Ronald Barber	Waste Managers Inc.	we need our large trash containers emptied
4. Debra Monroe 325-1500	Splitstra Construction	Cynthia Slyski	Dental Associates	construction of the new offices will be delayed by two months

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Exercise

Activity III. Use the dialog model to leave and take messages using your name and company information.

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Tips

Leaving a Phone Message with a Person

1. Tell them your name
2. Phone number
3. Why are you calling?
4. If you are returning the persons call or not
5. Tell them a good time for the person to call you back

Remember when you take a message you only need to write down the most important parts; not every single word the person says.

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Tips

Leaving a Voicemail Message

When leaving a phone message try to keep it short. Less than 1 minute long. A standard message would be about 30 seconds. Since the person will be calling you back you do not need to include a lot of information in your voicemail message.

1. Leave your name.
2. Phone number (Say your phone number slowly)
3. Why are you calling?
4. When they call you back/Good time to reach you
5. Optional: You can repeat name, phone or message



Next Lesson:

MAKING APPOINTMENTS

The End