

# **Course: Business English Level 2**

Day 13

## Talking point



For \_\_\_\_\_  
Date \_\_\_\_\_ Time \_\_\_\_\_ A.M. P.M.  
**WHILE YOU WERE OUT**  
M. \_\_\_\_\_  
Of \_\_\_\_\_  
 Phone \_\_\_\_\_  
 Fax \_\_\_\_\_  
 Mobile \_\_\_\_\_  
Area Code \_\_\_\_\_ Number \_\_\_\_\_ Extension \_\_\_\_\_

TELEPHONED		PLEASE CALL	
WANTS TO SEE YOU		WILL CALL AGAIN	
RETURNED YOUR CALL		URGENT	
		SPECIAL ATTENTION	

Message \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Signed \_\_\_\_\_

Have you ever taken telephone messages in English?

How did you go about it?

What information did you take note of?

# Vocabulary

Look at the pictures and the messages. Put them in order.

**MESSAGE**  
 Call from: Ms. Hsu Li Min  
 Time: 2:15  
 Call back  Will call again  Message   
 Taken by: Tony

Tony  
 I have a meeting with Jessie Naylor at Allied Medical. I should be back in an hour. If anyone calls, please take a message.  
 Peter



There are three people, Tony, Peter Ward and Hsu Li Min. Check who you think said these things.

	Tony	Peter Ward	Hsu Li Min
Can I take a message?			
I'll be back in an hour.			
Can I have your name			
I'll call you again later.			
I'm afraid he's out of the office at the moment.			

## Language focus

a. Match the expressions on the left to the expressions with a similar meaning on the right.



- |                          |   |
|--------------------------|---|
| 1. Just a moment please  | a. This is June Davis.                      |
| 2. Who's calling?        | b. I'll put you through.                    |
| 3. Can I take a message? | c. Can you hold, please?                    |
| 4. June Davis speaking.  | d. I'm afraid he's talking to someone else. |
| 5. The line's busy.      | e. Would you like to leave a message?       |
| 6. I'll connect you.     | f. Can I have your name please?             |

b. Which of these expressions could be used by the people in Vocabulary activity?

## Communication activity

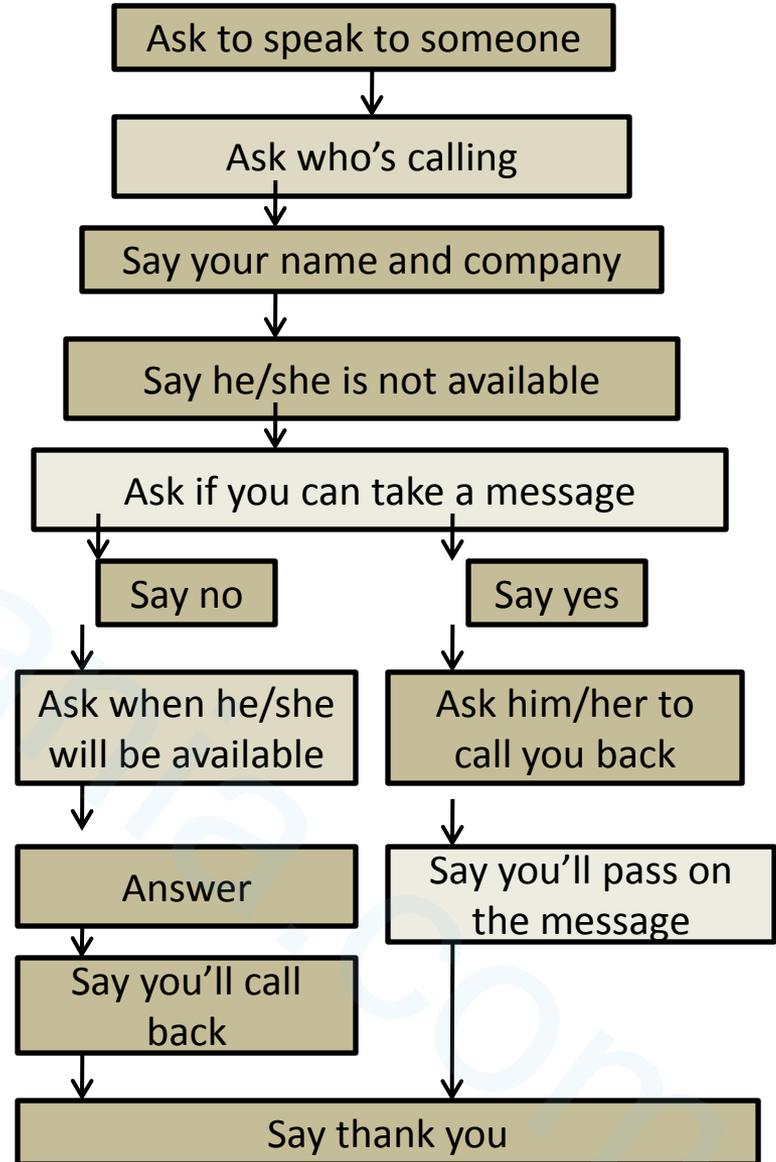
1. Practice taking messages on the phone using the plan.
2. Is this plan useful in your work?
3. Draw a new plan for taking messages in your company.

### Getting information

Who's calling please?  
Can I have your name/number (again) please?

### Offering to take a message

Would you like to leave a message?  
Can I take a message?  
Do you want to leave a message?



## Talking point



Have you ever left a telephone message in English?

How did you go about it?

What information did you give?

Did the person call you back or get your message?

## Reading activity

PAUL: Hello, New Century Finance, Paul speaking. Can I help you?

SUDA: Hello, this is Suda Lalidee. Can I speak to Leigh Banks, please?

PAUL: Can you hold please...I'm sorry, she's on another line. Can I take a message?

SUDA: Uh... I have an appointment with Ms. Banks tomorrow, but I'm going to have to cancel it. Can you ask her to call me back? My number is 035 6478 9675.

PAUL: 035 6478 9675.

SUDA: Yes.

PAUL: And... Can I have your name again, please?

SUDA: Yes. It's Suda Lalidee.

PAUL: Sorry, can you spell that please?

SUDA: Sure it's Suda S-U-D-A Lalidee L-A-L-I-D-E-E.

PAUL: Thank you. I'll tell Ms. Banks that you can't make your appointment tomorrow and give her your number.

SUDA: Thank you so much.

PAUL: You're welcome.

SUDA: Bye.

PAUL: Bye.

**a. Decide which is the right message based on the dialogue.**

**A** **MESSAGE**  
Call from: Leigh Banks  
Time: 4:20  
Call back  Will call again  Message   
035 6478 9765  
Taken by: Suda

**B** **While you were out**  
Suda Lalidee called  
4:20 am/pm  
**Message**  
She will call again later  
**Message taken by: Paul Yeung**

**C**  
Leigh  
Ms. Suda Lalidee called.  
She wants to cancel your  
appointment tomorrow.  
Please call her back on  
035 6478 9765  
Paul

**b. Listen again. Rearrange the words to make phrases.**

1. cancel / it / I'm / going / to / have / to
2. back / me / you / her / Can / to / ask / call
3. spell / that / Sorry / can / please / you / ?
4. much / Thank / so / you

***Thank you for  
today!***

***I'm looking forward to  
seeing you again!***