

# **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 \_\_\_\_\_  
WANTS TO SEE YOU \_\_\_\_\_  
RETURNED YOUR CALL \_\_\_\_\_  
PLEASE CALL \_\_\_\_\_  
WILL CALL AGAIN \_\_\_\_\_  
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

1 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

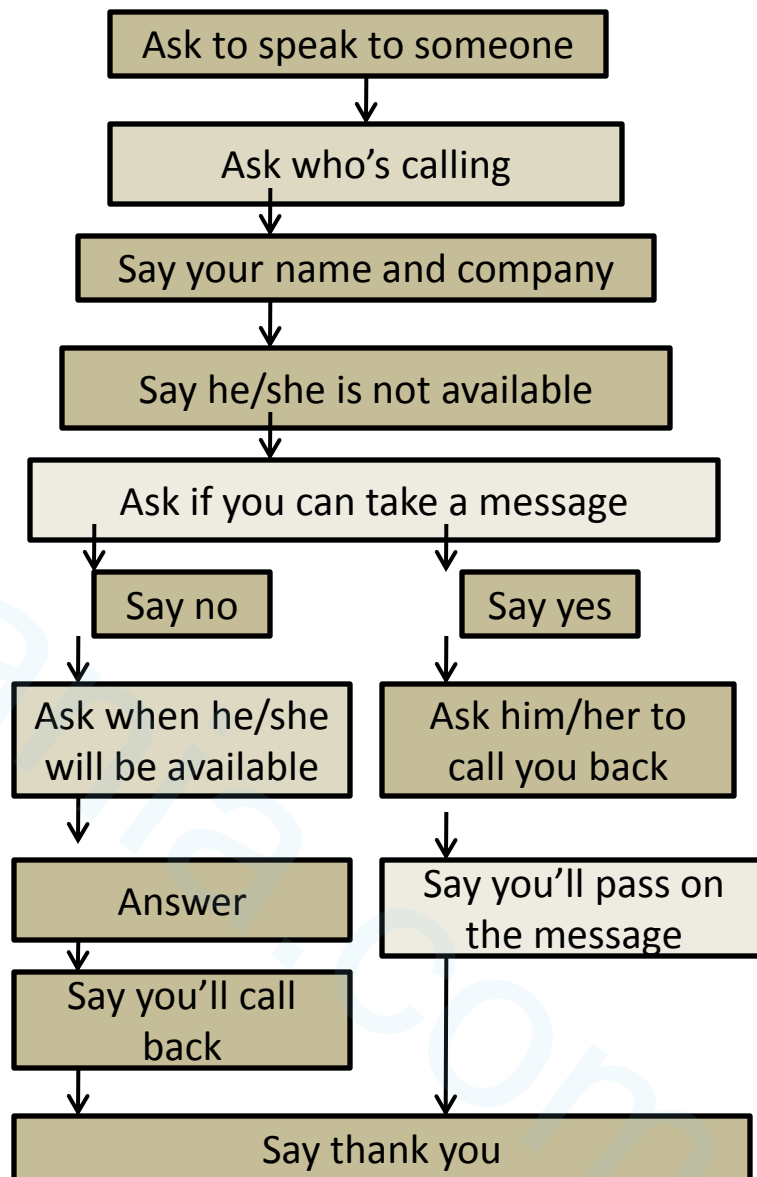
1. Practice taking messages on the phone using the plan.
2. Is this plan useful in your work?
3. Draw a new plan for taking messages in your company.

### 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 9675  
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!***