

Course: Business English

Level 2

Day №14

Talking point



Have you ever left a voicemail message in English?

How did you go about it?

Do you often use voicemail service?

Listening



What action should the listeners take?

	Listener 1	Listener 2	Listener 3
Call back			
Email a reply			
Check their email			
Send a brochure			
Visit the caller			
Do nothing			

Language focus



Fill in the missing parts from the messages you listened to.

1. Hi, Bob, Roger _____. I _____ a look at the designs you sent me and I think I'm ready to _____ a decision, _____ _____ to my office tomorrow to talk it over? _____ you tomorrow, I hope.

2. Hello. This is _____ _____ for Lena Sampson from Emiko Ando of Net Solutions. I _____ _____ you the proposal you asked for by email. I'll _____ _____ later this week after you have had a chance to look at it.

3. Hello Jamie, _____ _____ Mei Lin. How are you? I _____ heard from you about the results of the survey. Can you _____ _____ _____? The sales team is anxious to _____ the data. Thanks, Bye.

Communication activity

Leave voicemail messages for each other using the information below.

Situation 1

Call Johnny Delgado at you head office. (You know Kate well.) Ask her to fax you the new price list for printing full color brochures. Also, ask when the catalog will be printed.

Situation 2

Baizhou Chen is your client in Taipei. You are planning to go to Taipei next month. Call him and suggest a meeting. Tell him you will send the dates of your trip to him by email. Also, ask him to recommend a hotel.

Leaving a voice message

This is (name).

(name) here.

It's (name).

This is a message for (name).

Communication activity

- Practice leaving messages
- using the plan.

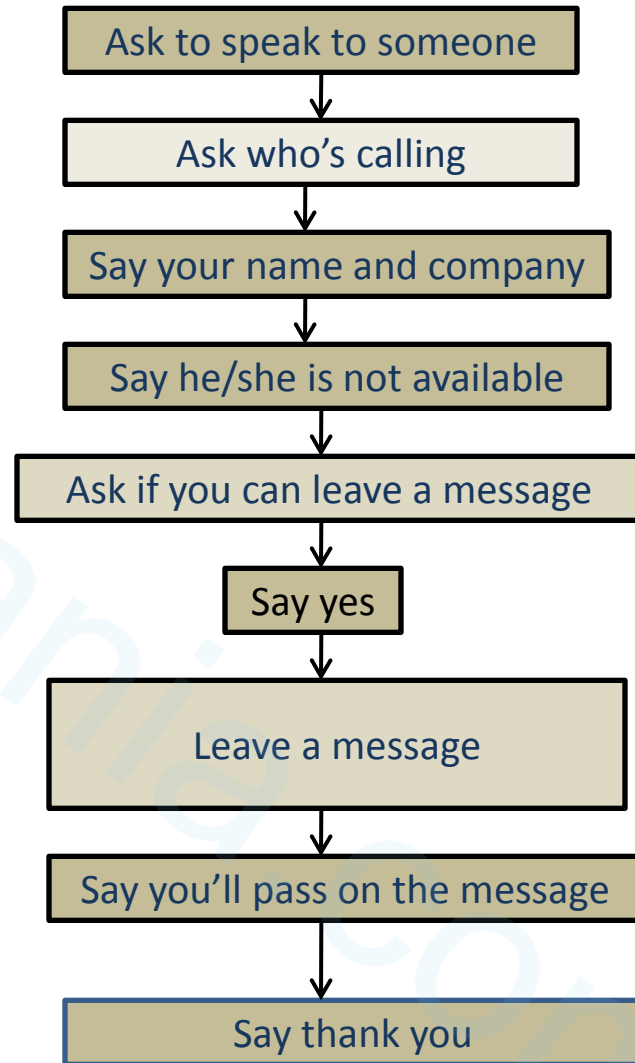
- Is this plan useful in your work?
- Draw a new plan for answering the telephone in your company.

Getting information

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

Asking to leave a message

Can I leave a message?
Could I leave a message?
Could you give him/her a message?



***Thank you for
today!***

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