

## HERE IS THE MESSAGE TAKEN BY THE SECRETARY BASED ON THE DIALOGUE ABOVE

| While you were out                                                                                                                                           |                                 |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|
| <b>Name</b>                                                                                                                                                  | : Apryan Siregar                |
| <b>Company</b>                                                                                                                                               | : Horasindo Oil Company         |
| <b>Time</b>                                                                                                                                                  | : Around 8 o'clock this morning |
| <b>Date</b>                                                                                                                                                  | : when the message is taken.    |
| <b>Phone</b>                                                                                                                                                 | : +62-817-410-4496.             |
| <b>Message:</b>                                                                                                                                              |                                 |
| <p>He wants you to call him back at 1p.m. today</p> <div style="text-align: right; margin-top: 20px;">           Taken by:<br/>Annete Johnson         </div> |                                 |

## HOW DO WE WRITE THE MESSAGE ON THE PHONE CALL?

| While you were out                                                                                       |       |
|----------------------------------------------------------------------------------------------------------|-------|
| <b>Name</b>                                                                                              | : (1) |
| <b>Company</b>                                                                                           | : (2) |
| <b>Time</b>                                                                                              | : (3) |
| <b>Date</b>                                                                                              | : (4) |
| <b>Phone</b>                                                                                             | : (5) |
| <b>Message:</b>                                                                                          |       |
| <p>(6)</p> <div style="text-align: right; margin-top: 20px;">           Taken by:<br/>(7)         </div> |       |

### NOTE

1. Who is the sender/ caller
2. Name of his/ her company
3. When the message is received
4. What date message is received
5. What is his/her phone number
6. What is her/his message
7. Who has taken the message/ receiver

**Dialogue 2**

Receptionist : Janson Wine Importers. Good Morning. How can I help you?  
Caller : Could I speak to Mr Adams, please?  
Receptionist : Who's calling please?  
Caller : This is Anna Beare.  
Receptionist : Sorry, I didn't catch your name.  
Caller : Anna Beare. That's B E A R E  
Receptionist : OK Ms Beare. I'll try and put you through. ... I'm sorry but the line's busy.  
Would you like to hold?  
Caller : Oh, that's a shame. This concerns an upcoming shipment and it's rather urgent.  
Receptionist : He should be free in half an hour. Would you like to call back?  
Caller : I'm afraid I'll be in a meeting. Could I leave a message?  
Receptionist : Certainly.  
Caller : Could you tell Mr Adams that our shipment will be postponed and that the 200 cases ordered should arrive next Monday?  
Receptionist : Shipment delayed ... arriving next Monday.  
Caller : Yes, and could you ask him to call me back when the shipment arrives?  
Receptionist : Certainly. Could you give me your number please?  
Caller : Yes, it's 503-589-9087  
Receptionist : That's 503-589-9087  
Caller : Yes, that's right. Thanks for your help. Goodbye  
Receptionist : Goodbye.

FILL THE SIMPLE MESSAGE BELOW BASED ON  
DIALOGUE BEFORE!

| While you were out |       |
|--------------------|-------|
| Name               | : (1) |
| Company            | : (2) |
| Time               | : (3) |
| Date               | : (4) |
| Phone              | : (5) |
| Message:           |       |
| (6)                |       |
| Taken by:          |       |
| (7)                |       |