

Taking telephone messages

Reading

2 Read these two calls and complete the notes.

- 1 A Hello. AGM Finance. Jana speaking. Can I help you?
B Hello. Can I speak to Tomas Czeska, please?
A Who's calling, please?
B This is Anna Lee.
A Just a moment ... I'm sorry, the line is busy. Do you want to hold on, or call back later?
B Can I leave a message?
A Of course.
B Can you ask him to call me on 0121 334 8798?
A OK, 0121 334 8798.
B That's right. Can you say I need to speak to him urgently?
A I'll give him the message.
B Thanks. Goodbye.
- 2 A Hello. Ikon Technology. Can I help you?
B Good morning. This is Paul Danielsson from Stockholm. Can I speak to Jo Stein, please?
A I'm sorry, she's not in the office today. Can I take a message?
B Yes. I need to talk to her about our meeting. Can you ask her call me as soon as possible?
A Yes, of course. Can I have your number?
B Yes, it's 0046 8 5678 6769.
A So that's 0046 8 5678 6769.
B Yes, and let me give you my mobile number. It's 07990 202022.
A OK, Mr Danielsson, I'll give her the message.
B Thank you.
A You're welcome. Goodbye.

1

Message for: _____
Caller's name: _____
Number(s): _____
Message: _____

2

Message for: _____
Caller's name: _____
Number(s): _____
Message: _____

Vocabulary

3 Look at these phrases from the two phone calls. Does the person *answering* the call (A) or the person *making* the call (B) say them? Write A or B in the boxes.

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|---|--------------------------|
| 1 ... speaking. Can I help you? | ☐ |
| 2 Who's calling, please? | ☐ |
| 3 This is ... from ... | ☐ |
| 4 Can I leave a message? | ☐ |
| 5 I'm sorry, the line is busy. | ☐ |
| 6 Can I have your number? | ☐ |
| 7 Can I speak to ..., please? | ☐ |
| 8 Just a moment, please. | ☐ |
| 9 Do you want to hold on, or call back later? | ☐ |
| 10 Can you ask him to call me back? | ☐ |
| 11 Can I take a message? | ☐ |
| 12 Can you ask him ...? | ☐ |