Get ready!

1 **Before you read the passage, talk about these questions. Use the HELP button to compare your answers.**



1 Do you know how to take a message?

2 Why do people leave messages?

LIVEWORKSHEETS

1 Do you know how to take a message?

Yes, I know how to take a message. I have done it many times at home and at work. You simply write down the name and contact details of the person who is calling and what the message they wish you to pass on is.

2 Why do people leave messages?

People leave messages when they want something to be dealt with as soon as the person whom they are trying to contact returns. This can be at home, for instance asking a partner to do the washing when they return, or at work where something needs to be done quickly.

1 You don't hear something a caller says. What do you do?

- ○ **A** apologize and hang up the telephone
- ○ **B** ask for the caller's contact information
- ○ **C** ask the caller to repeat the information
- ○ **D** thank the caller for contacting the agency

2 Taking a message has several steps. Which of the following is NOT a step?

- ○ **A** writing everything on a message pad
- ○ **B** asking what a call is regarding
- ○ **C** taking a caller out to lunch
- ○ **D** hanging up the telephone

3 What can you infer about the passage?

- ○ **A** It is for new employees.
- ○ **B** It is for callers to the agency.
- ○ **C** It is for managers at the agency.
- ○ **D** It is for tourists on holiday.

What should an employee do if a caller asks for someone who is not available? Fill in the blanks.

If a caller asks for someone who is not available, the employee should _____ a(n) _____.

LIVEWORKSHEETS

Vocabulary

3 **Match the words or phrases with the definitions (A-I).**

regarding	spell out	understaffed	repeat	out to lunch	telephone number	hang up	away from one's desk	apologize

A to say or do something again

B leaving work in order to eat

C a series of numbers used to contact someone

D what something is about

E to list the individual letters in a word

F to end a telephone conversation

G to have not a lot of people working

H to say sorry for a mistake

I not being where someone usually finds you

Vocabulary

4 **Write a word that is similar in meaning to the underlined part.**

1 The caller gave his name, address, and telephone number to the receptionist.

(c_ _t_ _t) (i_f_ _m_t_ _n)

2 Have you seen my book for writing messages?

(_e_ _a_e) (p_ _)

3 The telephones in the office are ringing a lot and for a long time.

(_i_g_ _g) (o_ _) (_ h_) (h_o_)

LIVEWORKSHEETS

Listening

5 🎧 Listen to a telephone conversation between a receptionist and a client. Then mark the following statements as *True* or *False*.

0:00 / 0:00

1 The caller is calling the agency for the first time.	**True**	**False**
2 The receptionist is out to lunch.	**True**	**False**
3 The caller changed his mind about his destination.	**True**	**False**

Listening

6 🎧 Listen again. Fill in the blanks.

Receptionist: Thank you for calling Planet Travel. This is Jen. How may I help you?

Client: I'd **1)** _____ to Mr. Jameson, please.

Receptionist: I'm sorry, Mr. Jameson is **2)** _____ at the moment. Can I take a message?

Client: Yes.

Receptionist: May I ask **3)** _____?

Client: Yes. My name is Greg Allen.

Receptionist: Let me **4)** _____ I spelled your name correctly. Is this right: A-L-L-E-N?

Client: That's right.

Receptionist: Okay, Mr. Allen. What message did you want to leave for Mr. Jameson?

Client: I'm calling about the trip we talked about in our last conversation. Tell him I'd rather go to Australia instead.

Receptionist: Certainly. Is there anything else?

Client: Ask him to find the cheapest flight available.

Receptionist: Yes, sir. Do you have a telephone number where Mr. Jameson **5)** _____?

Client: Yes. It's 555-6822.

Receptionist: Okay. I'll have Mr. Jameson call you **6)** _____. Goodbye.

Client: Goodbye.

LIVEWORKSHEETS

Speaking

7 **Complete the conversation below based on Task 6, with the phrases given. Then, take roles and act it out.**

USE LANGUAGE SUCH AS:

How may I help you?
Can I take a message?
May I ask who is calling?

Student A: You are a receptionist for Planet Travel. You are going to take a message. Ask the caller questions to find out:

- What the call is regarding
- The caller's contact information

Student B: You are a holidaymaker calling to book a trip. Answer the receptionist's questions.

I'll have Mr. Jameson call you as soon as he is back in the office. | How may I help you? | Do you have a contact telephone number where Mr. Jameson can call you? | Can I take a message? | What message did you want to leave for Mr. Jameson?

A: Planet Travel. This is Martin. _____

B: I'd like to speak to Mr. Jameson, please.

A: I'm sorry, Mr. Jameson is out of the office at the moment.

_____

B: Yes. My name is Jason Gubb.

A: Okay, Mr. Gubb. _____

B: Could you inform him that I wish to go ahead with my booking for Malta?

A: _____

B: Yes. It's 979-3462.

A: Okay. _____ Goodbye.

LIVEWORKSHEETS

Writing

8 **Imagine you are a receptionist at Planet Travel. Use the information from Task 7 to take a message.**

Planet Travel

Telephone Messages

Name: _____ _____

Telephone Number: _____

Reason for calling: to _____ Malta _____

Receptionist: Thank you for calling Planet Travel. This is Jen. How may I help you?

Client: I'd like to speak to Mr. Jameson, please.

Receptionist: I'm sorry, Mr. Jameson is away from his desk at the moment. Can I take a message?

Client: Yes.

Receptionist: May I ask who is calling?

Client: Yes. My name is Greg Allen.

Receptionist: Let me just make sure I spelled your name correctly. Is this right: A-L-L-E-N?

Client: That's right.

Receptionist: Okay, Mr. Allen. What message did you want to leave for Mr. Jameson?

Client: I'm calling about the trip we talked about in our last conversation. Tell him I'd rather go to Australia instead.

Receptionist: Certainly. Is there anything else?

Client: Ask him to find the cheapest flight available.

Receptionist: Yes, sir. Do you have a telephone number where Mr. Jameson can reach you?

Client: Yes. It's 555-6822.

Receptionist: Okay. I'll have Mr. Jameson call you as soon as possible. Goodbye.

Client: Goodbye.

LIVEWORKSHEETS