

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

While you were out	
Name	: Apryan Siregar
Company	: Horasindo Oil Company
Time	: Around 8 o'clock this morning
Date	: when the message is taken.
Phone	: +62-817-410-4496.
Message:	
He wants you to call him back at 1p.m. today	
Taken by: Annete Johnson	

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

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

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)	