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

LIVEWORKSHEETS

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)	

LIVEWORKSHEETS