

Business communication | Leaving telephone messages



1 21▷ Listen to parts of two telephone calls. What mistakes does the receiver make?

2 21▷ Listen again. How do the callers correct the information?

1 _____
2 _____

3 Work with a partner. Telephone your partner and check and correct details. Student A, turn to File 04 on page 103. Student B, turn to File 37 on page 112.

4 22▷ Listen to a telephone conversation. Complete the message.

MESSAGE FOR: Teresa Baum

FROM:

CALLING ABOUT:

PHONE NUMBER:

CALL BACK? URGENT?

Key expressions

Asking to speak to someone

Could I speak to ...?

I'd like to speak to ...

Is ... there?

Leaving a message

Could I leave a message?

My number is ...

Can she call me back (as soon as possible)?

Take a message

I'm sorry, but she isn't here / available.

Can I take a message?

Can I have a contact number?

I'll give him / her your message.

Checking details

So that's ...

Is that right?

Correcting details

No, it's N as in New York / O as in Oslo.

① » Interactive Workbook
» Phrasebank

5 22▷ Match 1–9 to a–i. Then listen again and check.

1 Could I speak ____	a ... your message.
2 I'm sorry, but ____	b ... a contact number?
3 Could I leave ____	c ... a message for her?
4 It's ____	d ... right?
5 So ____	e ... that's A-N-D-A-C.
6 Can she call ____	f ... to Teresa Baum, please?
7 Can I have ____	g ... Richard Andac.
8 Is that ____	h ... she isn't here this morning.
9 I'll give her ____	i ... me back as soon as possible?

» For more exercises, go to Practice file 3 on page 82.

6 Work with a partner. Practise leaving messages. Student A, turn to file 07 on page 104. Student B, turn to file 34 on page 111.

① » Interactive Workbook » Email and » Exercises and Tests