

Communicating at Work: Understanding a Message Form

1. Read the Message Form

| | | | | |
|----------|---|--|-----------------------------------|----------|
| A | Important Message | | E | |
| B | For: <i>Steve Martin</i> | Date: <i>October 12</i> | Time: <i>3:05</i> | F |
| C | WHILE YOU WERE OUT | | | |
| D | Ms. <i>Monica Sorenson</i> | From: <i>Tribeca Company</i> | Phone Number: <i>222-254-4545</i> | |
| | Telephoned: <input checked="" type="checkbox"/> | Please call: <input checked="" type="checkbox"/> | | |
| | Please email: <input type="checkbox"/> | Will call again: <input type="checkbox"/> | | |
| | Returned your call: <input checked="" type="checkbox"/> | Urgent: <input type="checkbox"/> | | |
| | Message: <i>She'll be in the office until 6:00 pm. Expects to hear back from you.</i> | | | |
| | Signed: <i>Julie Ayala</i> | | | |

2. Drag and drop the boxes below to the corresponding letter next to the message above.

| | | |
|--------------------------------|---|---|
| action and status boxes | caller's company or organization | message recipient (who the message is for) |
| written message | receptionist's signature | person who called |

3. Comprehension Check: Read the statements about the phone message. Select True or False.

- | | | |
|---|------|-------|
| a. This message is for Monica Sorenson. | TRUE | FALSE |
| b. Monica Sorenson is the caller. | TRUE | FALSE |
| c. Steve Martin is the recipient. | TRUE | FALSE |
| d. Monica Sorenson works for Tribeca Company. | TRUE | FALSE |
| e. This is an urgent message. | TRUE | FALSE |
| f. Steve Martin will wait for a return call. | TRUE | FALSE |