

Completing a Message Form

1. You are the receptionist, Noel. John Powers is calling for Monica Getz. Listen to the phone conversation. Take notes as you listen and then fill in the message form.

(Note to instructor: see script for this page in teacher's guide)

Important Message	
For: _____	
Date: _____	Time: _____
WHILE YOU WERE OUT	
M. _____	
From: _____	
Phone Number: _____	
<input type="checkbox"/> Telephoned <input type="checkbox"/> Called to see you <input type="checkbox"/> Returned your call	<input type="checkbox"/> Please Call <input type="checkbox"/> Will Call again <input type="checkbox"/> Urgent
Message: _____ _____ _____	
Signed: _____	

2. Check your message form. Did you include . . . ?

	Yes	No
A. correct names in correct locations.	<input type="checkbox"/>	<input type="checkbox"/>
B. time and date	<input type="checkbox"/>	<input type="checkbox"/>
C. accurate phone number	<input type="checkbox"/>	<input type="checkbox"/>
D. correctly spelled name of caller	<input type="checkbox"/>	<input type="checkbox"/>
E. appropriately checked boxes	<input type="checkbox"/>	<input type="checkbox"/>
F. summarized message	<input type="checkbox"/>	<input type="checkbox"/>
G. signature of person taking message	<input type="checkbox"/>	<input type="checkbox"/>