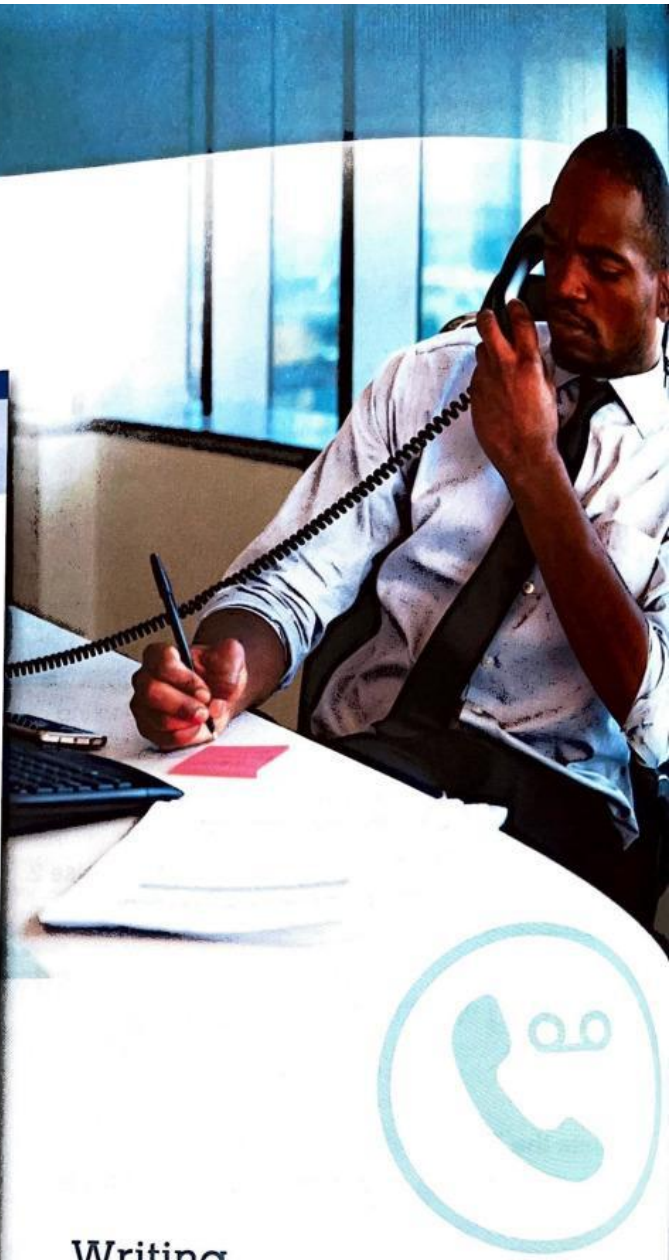
Review 2



Reading

1 27 **Read the e-mail. Answer the questions below.**

New message

To: STAFF
From: Tanya Harrington
Subject: Outgoing voicemail messages

Dear all,

It has come to my attention that some of the outgoing messages that people have recorded on their company voicemails aren't as helpful or professional as they should be.

In some cases, people have forgotten to say their name. It is vital that you say who you are, your job title and the name of the company at the start of your message.

You should also say why you aren't answering the person's call. Please apologise for not answering and say that you are either away from your desk or on another call. If you go on holiday, you must record a message that tells the caller when you will be back. If appropriate, you can also give the name of someone else that the caller can contact while you are away from the office.

Your outgoing message should also say when you will call the person back. Make this as short a time as possible, but keep it realistic. We don't want to make promises that we then break.

Finish by asking the caller to leave a message that includes his / her name and number and the reason why he / she is calling.

I would be very grateful if you could all review your voicemail messages and, if necessary, re-record them so that they follow these guidelines.

Best wishes,

Tanya Harrington

Head of Sales

1. What two problems has Tanya Harrington identified with many of the outgoing voicemail messages?

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2. What information does Tanya want the employees to include at the beginning of their message?

.....

3. What information do the employees always have to give in their message when they are on holiday?

.....

4. What information is optional in a voicemail message while the employees are on holiday?

.....

5. Why might it be a bad idea to say in your message that you'll call the person back immediately?

.....

6. What information should the employees ask the caller to give?

.....

Writing

2 Write an e-mail to a colleague explaining how to use the voicemail system.

Include:

- how to log on to the phone
- how to listen to messages
- how to replay messages
- how to delete or save messages
- how to record an outgoing message

Useful Language

To log on to your phone, you need to ... .
If you want to listen to / replay / save / delete a message, press ... .
You dial ... if you want to ... .
In order to record an outgoing message, you have to ... .
If you have any questions, ...
Best wishes,

LIVEWORKSHEETS