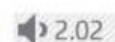


## Unit 2: Functional Language – Leaving a message

**2A**

2.02 Listen to the voicemail and complete the message.

**Caller:**  
Morgane <sup>1</sup> \_\_\_\_\_**Date/Time:**  
19.7.17 / 10.20**Message for:**  
Julio Casas in the <sup>2</sup> \_\_\_\_\_**Reason for call:**  
Discuss order <sup>3</sup> \_\_\_\_\_**Please call back on:**  
<sup>4</sup> 08 \_\_\_\_\_**Comments:**  
If unavailable organise another  
<sup>5</sup> \_\_\_\_\_ by email**Action:**  
Return the call by <sup>6</sup> \_\_\_\_\_ tomorrow.

**B** Complete the phrases Morgane used in her voicemail. Then listen again and check your answers.

| Morgane                                 |  |
|---|--|
| Identify                                | <sup>1</sup> _____ Morgane ... I'll <sup>2</sup> _____ that for you ...                      |
| State the reason for the call           | <sup>3</sup> _____ for Julio Casas.<br>You asked me to <sup>4</sup> _____ you to discuss ... |
| Request action                          | <sup>5</sup> _____ call me back on my <sup>6</sup> _____ ?                                   |
| Leave details                           | In case you don't have <sup>7</sup> _____, I'm on ...  |
| Offer an alternative communication mode | Can you <sup>8</sup> _____ me an email so we can fix ...                                     |
| Provide a deadline                      | Could you <sup>9</sup> _____ me by ... ?   |
| Finish the call                         | I <sup>10</sup> _____ to hearing from you.   |