

## 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. 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.