

## Business communication | Taking and leaving a message



- 1 Do you call people in other departments? Which departments?
- 2 ► 4.6 Listen to a phone conversation. Complete the message.

Message for: Liko

Caller: Janusz in the <sup>1</sup> Department

Reason for call: the new <sup>2</sup> website

Message:

Do you want www.synox-sales.com or www.synox-sales <sup>3</sup>

Call Janusz on this number: <sup>4</sup>

- 3 ► 4.6 Listen again and complete the conversation.

Martha Sales. Hello?

Janusz Hi. Is Liko there?

Martha No, I'm sorry, he's out. Can I take <sup>1</sup>  ?

Janusz Yes, it's Janusz in IT.

Martha Oh, hi. This is Martha. I'm the new sales assistant.

Janusz Hi, Martha. <sup>2</sup>   about the new sales website.

Martha Sorry, one moment. OK. <sup>3</sup>  . What's the message for Liko?

Janusz It's about the sales website. Do you want dot com or dot co dot uk in the address?

Martha Sorry, I <sup>4</sup>  understand. Can you <sup>5</sup>  that?

Janusz The new website is www.synox-sales, but do you want synox-sales.com or synox-sales.co.uk?

Martha OK. <sup>6</sup>   anything else?

Janusz Yes. Please <sup>7</sup>  me  as soon as possible. My mobile number is 07700 897 833.

Martha So that's 07700 897 833.

Janusz That's right.

Martha OK. I'll <sup>8</sup>  Liko your .

Janusz Thanks, Martha.

- 4 Work in pairs. Practise the conversation in 3.