

Name: _____

10 Can I take a message?

1 Make a phone conversation. Use the sentences and questions in the box.



Receptionist

- ☐ I'm sorry, but Dr. Silva is in a meeting.
- ☐ (604) 555-0662. I'll give her your message.
- ☐ Does Dr. Silva have your number?
- ☐ Can I take a message?
- ☒ Good morning. Oceanside Medical.
- ☐ You're welcome. Good-bye.



Mr. Jones

- ☐ Thank you very much.
- ☒ Good morning. Is Dr. Silva there?
- ☐ I don't think so. It's (604) 555-0662.
- ☐ Oh.
- ☐ Good-bye.
- ☐ Yes. This is Brian Jones. Please ask her to call me.

Receptionist: Good morning. Oceanside Medical.

Mr. Jones: Good morning. Is Dr. Silva there?

Receptionist: _____

Mr. Jones: _____

Receptionist: _____

Mr. Jones: _____

Receptionist: _____

Mr. Jones: _____

Receptionist: _____

Mr. Jones: _____

Receptionist: _____

Mr. Jones: _____

2

Kate called her friends yesterday. Where were they? Complete the conversations. Use the words in the box.

☐ bed ☐ hospital ☐ library ☒ mall ☐ vacation ☐ work



1. **Sally:** Hello?
Kate: Hello, Sally? It's Kate.
Sally: Oh, hi, Kate. Listen. I can't talk right now. I'm at the mall. Call me later?



2. **Jay:** Hello?
Kate: Hey, Jay. It's -
Jay: Kate. Sorry, can you call me in the morning? I'm _____.



3. **Marcela:** Hello?
Kate: Hi, Marcela. It's Kate. Do you want to see a movie tonight?
Marcela: I'd love to, but I can't. I'm _____ with my parents.



4. **Bob:** Hello?
Kate: Hi, Bob. It's Kate. You know, you sound terrible. Are you OK?
Bob: Not really. I'm _____. I broke my leg!



5. **Angie:** Hello?
Kate: Hello, Angie? It's Kate. Why are you whispering? Where are you?
Angie: Oh, I'm _____.



6. **Pedro:** Hello?
Kate: Hey, Pedro. Do you have a minute?
Pedro: Not really. I'm _____. Call me tonight.

4

Heidi is checking her voice-mail messages. Complete the messages with the correct pronouns.

Ann's message

Hello, Miss Anderson. This is Ann Lopez. _____ I
work at First City Bank. _____ left your
wallet here this morning. Please call _____
at (808) 555-1247. I'd like to give it back to
_____ before we close today.

Jim's message

Hey, Heidi. It's Jim. I'm sorry _____
missed your call yesterday. Listen, my friends and I
are going to go out for coffee tomorrow morning.
_____ 're meeting at my house at 9:00.
Would you like to join _____? Give
_____ a call!

Sarah's message

Hi, Heidi. It's Sarah. Did you see Marco today?
_____ 's having a birthday party on Friday.
Do you want to go with _____? I'm
going to buy _____ a present later. Call
_____! Thanks!

