

Business communication | Leaving telephone messages



- 1 21▷ Listen to parts of two telephone calls. What mistakes does the receiver make?
- 2 21▷ Listen again. How do the callers correct the information?
1 _____
2 _____
- 3 Work with a partner. Telephone your partner and check and correct details. Student A, turn to File 04 on page 103. Student B, turn to File 37 on page 112.
- 4 22▷ Listen to a telephone conversation. Complete the message.

Key expressions

Asking to speak to someone

Could I speak to ...?

I'd like to speak to ...

Is ... there?

Leaving a message

Could I leave a message?

My number is ...

Can she call me back (as soon as possible)?

Take a message

I'm sorry, but she isn't here / available.

Can I take a message?

Can I have a contact number?

I'll give him / her your message.

Checking details

So that's ...

Is that right?

Correcting details

No, it's N as in New York / O as in Oslo.

② ▷ Interactive Workbook
» Phrasebank

MESSAGE FOR: Teresa Baum

FROM:

CALLING ABOUT:

PHONE NUMBER:

CALL BACK? ☐ URGENT? ☐

- 5 22▷ Match 1–9 to a–i. Then listen again and check.

- | | |
|--------------------|------------------------------------|
| 1 Could I speak — | a ... your message. |
| 2 I'm sorry, but — | b ... a contact number? |
| 3 Could I leave — | c ... a message for her? |
| 4 It's — | d ... right? |
| 5 So — | e ... that's A-N-D-A-C. |
| 6 Can she call — | f ... to Teresa Baum, please? |
| 7 Can I have — | g ... Richard Andac. |
| 8 Is that — | h ... she isn't here this morning. |
| 9 I'll give her — | i ... me back as soon as possible? |

» For more exercises, go to Practice file 3 on page 82.

- 6 Work with a partner. Practise leaving messages. Student A, turn to file 07 on page 104. Student B, turn to file 34 on page 111.

② ▷ Interactive Workbook » Email and » Exercises and Tests