

# Taking telephone messages

## Reading

### 2 Read these two calls and complete the notes.

1 A Hello. AGM Finance. Jana speaking. Can I help you?

B Hello. Can I speak to Tomas Czeska, please?

A Who's calling, please?

B This is Anna Lee.

A Just a moment ... I'm sorry, the line is busy. Do you want to hold on, or call back later?

B Can I leave a message?

A Of course.

B Can you ask him to call me on 0121 334 8798?

A OK, 0121 334 8798.

B That's right. Can you say I need to speak to him urgently?

A I'll give him the message.

B Thanks. Goodbye.

2 A Hello. Ikon Technology. Can I help you?

B Good morning. This is Paul Danielsson from Stockholm. Can I speak to Jo Stein, please?

A I'm sorry, she's not in the office today. Can I take a message?

B Yes, I need to talk to her about our meeting. Can you ask her call me as soon as possible?

A Yes, of course. Can I have your number?

B Yes, it's 0046 8 5678 6769.

A So that's 0046 8 5678 6769.

B Yes, and let me give you my mobile number. It's 07990 202022.

A OK, Mr Danielsson, I'll give her the message.

B Thank you.

A You're welcome. Goodbye.

## Vocabulary

### 3 Look at these phrases from the two phone calls.

Does the person *answering* the call (A) or the person *making* the call (B) say them? Write A or B in the boxes.

1 ... speaking. Can I help you?

2 Who's calling, please?

3 This is ... from ...

4 Can I leave a message?

5 I'm sorry, the line is busy.

6 Can I have your number?

7 Can I speak to ..., please?

8 Just a moment, please.

9 Do you want to hold on, or call back later?

10 Can you ask him to call me back?

11 Can I take a message?

12 Can you ask him ...?

1	Message for: _____
	Caller's name: _____
	Number(s): _____
	Message: _____

2	Message for: _____
	Caller's name: _____
	Number(s): _____
	Message: _____