

Communicating at Work: Understanding a Message Form

1. Read the Message Form

	Important Message		
A	For: <i>Steve Martin</i>		
	Date: <i>October 12</i>	Time: <i>3:05</i>	
B	WHILE YOU WERE OUT		
	Ms. <i>Monica Sorenson</i>		
C	From: <i>Tribeca Company</i>		
	Phone Number: <i>222-254-4545</i>		
	Telephoned: ☒	Please call: ☒	E
	Please email: ☐	Will call again: ☐	
	Returned you call: ☒	Urgent: ☐	F
	Message: <u><i>She'll be in the office until 6:00 pm. Expects to hear back from you.</i></u>		
D	Signed: <i>Julie Ayala</i>		

2. Drag and drop the boxes below to the corresponding letter next to the message above.

action and status boxes	caller's company or organization	message recipient (who the message is for)
written message	receptionist's signature	person who called

3. Comprehension Check: Read the statements about the phone message. Select True or False.

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|---|------|-------|
| a. This message is for Monica Sorenson. | TRUE | FALSE |
| b. Monica Sorenson is the caller. | TRUE | FALSE |
| c. Steve Martin is the recipient. | TRUE | FALSE |
| d. Monica Sorenson works for Tribeca Company. | TRUE | FALSE |
| e. This is an urgent message. | TRUE | FALSE |
| f. Steve Martin will wait for a return call. | TRUE | FALSE |