Voicemail messages

1A In pairs, compare how many times you listen to voicemail messages before you understand them. Why?

B In small groups, discuss why it is sometimes difficult to understand a voicemail message.
the caller speaks too fast, the caller doesn't leave his/her full name

C How do you feel about leaving a voicemail message in English on a scale of 1–5 (1 = very comfortable, 5 = totally uncomfortable)? Explain your thoughts in pairs.

2A 2.01 Anya is the assistant to the Human Resources Manager, Emma Newman. It is Monday morning and Anya has four voicemail messages. Listen to the first three messages and tick the correct box.

	is unclear	speaks too fast	sounds annoyed
Caller 1	☐	☐	☐
Caller 2	☐	☐	☐
Caller 3	☐	☐	☐

B 2.02 Listen to message 1 again and complete the information below. Listen as many times as necessary.

MESSAGE

FOR: [1] _____

CALLER: [2] _____ DATE/TIME: *12 March / 9.15*

REASON FOR CALL: [3] *Discuss* _____ *position*

ACTION: [5] _____ TEL: *00* [6] _____

ACTION DEADLINE: [7] _____

COMMENTS: [8] _____ *if can't call*

- ☐ [4]CALLED
- ☐ RETURNED YOUR CALL
- ☐ PLEASE CALL
- ☐ WILL CALL AGAIN

LIVEWORKSHEETS

3A 2.03 **Listen to message 4. What is/are the aim(s) of the message?**

The caller is ...

1 asking for action. **2** asking for information. **3** asking for a call back.

B Listen again and tick (✓) the things the caller did.

Leave a greeting	☐	Leave her contact details	☐
Identify herself	☐	Repeat her contact details	☐
State the reason for the call	☐	Offer an alternative communication mode	☐
Request action / information / a call back	☐	Provide a deadline	☐

C Note down the message

Leaving a voicemail message

4A Complete the phrases from message 4 below. If necessary, use the audioscript on page 148 to help you.

1	Identify herself	This is _____.
2	State the reason for the call	Emma asked _____.
3	Request action	Can she also _____.
4	Leave her contact details	In case _____.
5	Offer an alternative communication mode	Maybe she can _____.
6	Provide a deadline	I'm _____.
7	Finish the call	I _____.

B Match the sentences/questions (a–k) with the categories (1–7) in Exercise 4A.

a Please call me back and I'll go over the issue with you in more detail.

b I think my previous message may have been cut off, so I'm calling again.

c It's Thom. I'll spell that for you: that's T for Tango, H for Hotel, O for Oscar, M for Mike.

d My number is 0081 for Japan, then 03-9245-6229. That's 0081-03-9245-6229.

e This is a message for Colleen Baker.

f Could you call me back on my mobile?

g My name's Kaori Akiba from UCI-Tokyo.

h I look forward to hearing from you.

i Could you get back to me by Monday?

j I'd like to discuss ... in more detail if possible.

k Can you send me an email or a text message so we can we fix another time to speak?

LIVEWORKSHEETS

2A 2.02 Listen to the voicemail and complete the message.

Caller:
Morgane [1] _____

Date/Time:
19.7.17 / 10.20

Message for:
Julio Casas in the [2] _____

Reason for call:
Discuss order [3] _____

Please call back on:
[4] 08_____

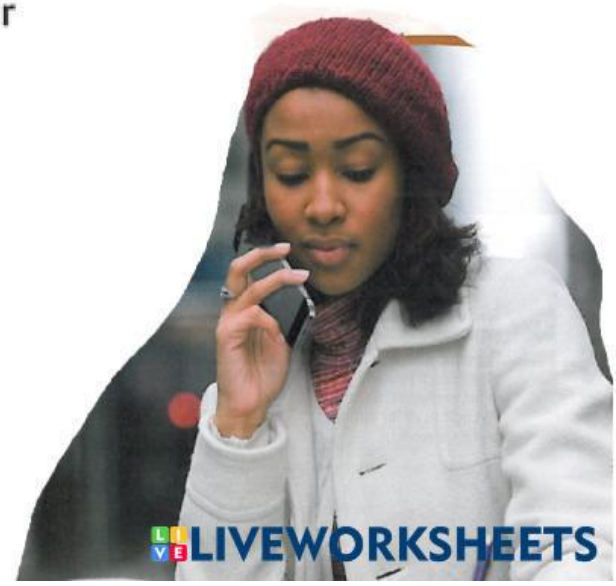
Comments:
If unavailable organise another [5] _____ by email

Action:
Return the call by [6] _____ tomorrow.

B Complete the phrases Morgane used in her voicemail. Then listen again and check your answers.

	Morgane
Identify	[1] _____ Morgane ... I'll [2] _____ that for you ...
State the reason for the call	[3] _____ for Julio Casas. You asked me to [4] _____ you to discuss ...
Request action	[5] _____ call me back on my [6] _____ ?
Leave details	In case you don't have [7] _____ , I'm on ...
Offer an alternative communication mode	Can you [8] _____ me an email so we can fix ...
Provide a deadline	Could you [9] _____ me by ... ?
Finish the call	I [10] _____ to hearing from you.

B When you are ready, record your message for your partner. Your partner will listen and write down your message.



LIVEWORKSHEETS

Student A

Leave a message for Thomas Feldmann (Student B), Sales Representative of a family-owned bookseller. Include the following information in your message.

Caller:	Alysha/Ali Khan
Number:	0033 6 45 77 92 10
Reason for call:	You are calling about the order for 150 copies of *Communicate Better!* (you've lost the details of the order).
Action required:	You want the other person to check it has been dispatched, re-confirm the expected delivery date and time, and send you a copy of the order number (you want to be able to track it online).

Student B

Leave a message for Su Chen (Student A), Ticket Officer for UK Travel. Include the following information in your message.

Name:	Josie/Joseph Makonga
Number:	0049 8529 990312
Reason for call:	You are calling about fifteen first-class tickets from London to Glasgow for your colleagues to go on a team-building course. You ordered the tickets three weeks ago and you are still waiting to receive them by post. The team leaves tomorrow evening.
Action required:	You want the supervisor to call back by 10 a.m. tomorrow with an explanation and/or to provide a suitable solution.

Voicemail messages

Identifying yourself	Hi, this is Lars Jansen from Lumiglow.
Giving a reason for your call	I'm calling about your order for the new brochures.
Giving key information	There is a problem with the delivery date. Could you call me back on 0998 639 232? I'll be in the office until 6 p.m. Could you contact me by tomorrow morning, please?
Repeating or spelling information	That's oh_double nine_eight, six_three_nine, two_three_two. That's spelt L_U_M_I_G_L_O_W.

LIVEWORKSHEETS