

Putting words together...



- ▶ If you **give** someone a **message**, you tell them information that someone else wants you to tell them.
- ▶ If you **leave a message** when you are speaking on the telephone, you tell someone information so that they can tell it to someone else, or you speak to a machine that records your voice.
- ▶ If you **take a message**, you remember or write down information that someone tells you so that you can tell it to someone else.

- ▶ If someone is speaking into a telephone, you can say that they are **on the phone**.
- ▶ If you **check** your **email** you look to see what emails people have sent you.
- ▶ If you **send** someone a **text** or **email**, you write a text message or an email to them. (You can also simply say that you **text** them or **email** them.)

Exercise 4

Complete the sentences.

- 1 Dad is busy at the moment – he's on the phone.
- 2 Rebecca called an hour ago but she didn't _____ a message.
- 3 I'll _____ my email and see if there's a message from Carol.
- 4 James isn't here at the moment. Can I take a _____ for you?
- 5 I _____ her a text with Tamara's phone number.
- 6 Daisy sent me an email on Monday, but I forgot to _____.

On the phone



If the person you want to speak to answers the phone, say:

▶ **Hello, it's Tanya!/Hi, it's Tanya!**

If you call someone, but a different person answers the phone, ask to speak to someone else by saying:

▶ **Could I speak to Rachel, please?/Can I speak to Rachel, please?**

To answer a phone when you are not at work you can say: **Hello?**

If the person calling asks to speak to someone else, and they are there, say:

▶ **I'll just get her for you.**

You may then say: **'Who's calling, please?'**

If they ask to speak to someone who is not there, say:

▶ **I'm afraid Susannah isn't here at the moment.**

You may then say **Can I take a message?** or **Can I tell her who called?**

Exercise 5 37.5

Put the sentences in the correct order to make two telephone conversations. Listen and check.

- 1 _____ I'm afraid he isn't here at the moment.
_____ Can I take a message, Katherine?
_____ Hi, it's Katherine.
_____ Good, thanks. Could I speak to Lucas, please?
_____ a Hello?
_____ Oh, it's nothing important, thanks.
_____ Just tell him I called.
_____ Hi, Katherine, how are you doing?
- 2 _____ Sure. Who's calling, please?
_____ OK, I'll get him for you.
_____ Hello, could I speak to William, please?
_____ It's Steve Walsh, a colleague of William's.
_____ Hello?

Use the words you've learned...

Practise what you can say in these situations on the phone.

- a) You make a phone call. Ask to speak to someone or leave a message.
- b) You answer the phone. Explain that someone is out. Take a message.