**Voice Mail Message Exercise**

Outline

* State who the message is for
* Identify yourself
* Give the date and time of call
* State reason for your call -
* Make request, include details (name & phone #)
* End the call

**Mustafa Soltany:**

Hi, this message is for Cheryl Roberts. This is Mustafa Soltany. It's Monday at 9:30 AM, Iam returning to your voice message from Friday. I would like to let you know/confirm that I will attend the interview for the CSR position on Tuesday at 10:00 AM.

Thank you very much. See you tomorrow at 10.

🙂

Hi Cheryl, This is Neethu Francis. I am calling to confirm that I will be available for the customer service representative interview next Tuesday, October 3rd at 10. A.m. Thank you very much for the invitation. I will definitely be there. See you next Tuesday. Thank you.

Ani:

Hi Cheryl, This is Ani Mansoubi.

It is Friday at 2:30 PM.

I am returning your call to confirm the interview time and date for the CSR position. The time works for me and I will attend the interview on Tuesday at 10am.

I’d appreciate it if you could call me back at 647-861-2850 to confirm with me about the address and other details.

Thank you.

Hi Cheryl, This is Ilakkiya Jayagopi and it’s Friday at 4.00PM.

Thank you for inviting me for the interview for next Tuesday at 10:00 AM for the Customer Service Representative position. I would like to confirm that I will be available for the interview at the scheduled time and date. Please call me back if there are any further details. My number is 647 330 9484. Once again thank you so much for calling me and I will see you next Tuesday.

Hi. This is Beeta Kamal and this message is for Cheryl. It's Friday, Sep 29 at 2:00 PM. I received your call about the interview for the CSR position for Sep 30 at 10AM. I’d like you to know that the interview time and date works for me. Unfortunately, I am currently out of town and would not have access to my voicemail until xxx. Could you please confirm the final time and date of the interview by email? My email is Beeta.Kamal@gmail.com. I am very interested in the position and look forward to meeting you. Thank you very much.

Gowri:

Hi Ms. Roberts, this is Gowri Krishnan returning your voice mail message.

It’s Friday at 3.00pm.

I would like to confirm my attendance for the interview on next tuesday, the 3rd of October at 10.00 AM for the customer service representative position.

Please call me if there are any other details about the interview. I can be reached at 555-444-7756.

Again this is Gowri Krishnan confirming the interview for the customer service representative position. Thank you.

**Kai:**

Hello, this message is for Cheryl Roberts.

It's Friday at 4:00 PM.

My name is Kai Hung Ho, and I have received your voice message about the interview for the CSR position on next Tuesday at 10:00 AM.

I am very excited about the opportunity and would like to let you know that I will be available at that time/I will be there next Tuesday at 10. Please let me know if there is anything else I should be prepared for the interview. My phone number is xxx xxx xxxx.

Thank you very much and see you next week.

Hello, this message is for Cheryl Roberts. My name is Merve Balli. It’s Monday at 11 AM. I just wanted to let you know that I am available for the interview next Tuesday at 10 AM for the automation tester position. I will definitely be there next Tuesday at 10. Thank you very much. Have a nice weekend and see you next week.

Osmar Cunha

Hi Cheryl, it is Osmar Cunha. I am calling you back/returning your call about the message you left on Friday afternoon. Thank you for inviting me to the interview and I am very interested in the customer service representative position. I will be at the interview next Tuesday at 10 am. Thank you again for your message and have a good day.

Hamed

Hi, This message is for Cheryl Roberts. It is Hamed Fard. Today is Wednesday, Sep 27th. I’m returning your call regarding the interview time for the CSR position. I am available next Tuesday at 10 am for the interview. Please confirm if this time would still work for you and provide any other details that are required for attending the interview. I can be reached at 416-555-2233. Again, this is Hamed Fard. Thank you and have a great day.

Amir  
Hi Cheryl, it’s Friday at 3:00 P.M. and this is Amir Ehsany returning your call.   
Thank you for inviting me to the interview for the IT administrator position. Unfortunately, I am / will not be available next Tuesday at 10 am. I have booked an appointment with a specialist a long time ago and it cannot be rescheduled. I am terribly sorry about this.

Would it be possible to schedule the interview at another time? I am open any time next week except for Tuesday morning. Please call me back at xxx xxx xxxx. I am very interested in the position and I look forward to speaking with you. Again, I apologize and thank you very much. Have a good day.

**Group Exercise**

1. You want to RSVP to an invitation to a party for a friend’s 25th wedding anniversary. You want to know if you can bring something. You also need directions to the restaurant where the party is being held.

**Group 2:**   
Hi, Amir. This is Osmar, thanks for inviting me to your (25th wedding anniversary) party. Of course, I will be there and I was wondering if I can bring something to the party, maybe some wine or whisky, let me know what you prefer. By the way, please text me the location/directions of the restaurant (at 647-789-3456) when you have a minute! Thank you again. See you there.

(I hope this message finds you well! I wanted to extend my heartfelt congratulations on your 25th wedding anniversary.

Thank you once again for inviting me to share this wonderful moment with you. I look forward to seeing you on Sep 09th and celebrating your incredible journey together. Warmest regards)

Group 4:

Hi Mustafa, this is Gowri. I’m calling to tell you that I'm really excited to attend your wedding anniversary. I’d be happy to help with the party./I’d like to help with the party. Do let me know, if you’d like/need me to bring anything. By the way, I didn’t catch the restaurant’s name. Please share with me/text me the (restaurant) details. Thank you again for the invitation. Talk to you later.

**Group 3: Kai, Merve and Beeta**

(More formal) Hi Kai, this is Merve returning your call.

Congratulations on your 25th wedding anniversary, and I would love to attend the party on [Date] at [Time]. I would like to know if there is anything specific you’d like me to bring to the party. Also, can you provide me with directions to the restaurant? Please call me back. I look forward to speaking with you. Once again, congratulations, and have a nice day.

(More informal/conversational) Hi Kai, it’s Merve.

Congratulations on your wedding anniversary. XXX and I will be there for sure. Can I bring something to the party? May be my homemade apple pie?/ Should I bring anything to the party, perhaps a xxx or xxx? Can you also give me the directions to the restaurant?

Call me, ok? Thanks again. Talk to you soon.

Room 1:

Hi Ilakkiya, This is Ani.

I am so excited about your party and I will make sure to be there.

If you would like me to bring anything just let me know. It would be good if you can share the restaurant’s directions again. I am not sure I caught it the first time from your message.

Thanks again for inviting me. Talk/See you soon

1. You need a painter for a small job in your home and would like someone to come and give you an estimate for the work. You need to have the painting done as soon as possible.

Details  
- how did I know this person/find his contact/relate to him  
- small job? size of room  
- location - main intersections; city/neighbourhood  
- your phone number/contact information  
- timeframe / urgency   
- ask for an estimate/quote

**Group 2:**  
Hi, John, how are you doing? This is Amir. Hamed has referred me to you because I am looking for a painter for a small job in my home and would like to request an estimate for the work. It's important for me to have the painting completed this week/before next week. Please let me know your availability to visit my place and provide me with an estimate. I will provide you with more details about the project then. Please call me at/My cell phone number is 647 459 8970. Again this is Amir. Thank you.

Group 4: Hi, This is Gowri.It is Friday at 10.30 AM. I’m calling to get a quote / enquire about the estimate for painting a small room in my home. It’s kind of urgent and I need the painting done as soon as possible. The room size is approximately 10x10 (feet).

I’d appreciate it if you could call me back /give me a quote. I’m located in the main intersection of Lawrence and birchmount/ I am in the Lawrence & Birchmount area. Please call me at /I can be reached at/My number is 555-444-6789. This is Gowri. Thank you .

**Group 3: Kai, Merve and Beeta**

Hello, (this is Merve.) I am reaching out because I need a painter for a small job in my home. It's a bit urgent for me. Can you stop by and give me a quote? I live in Etobicoke, near Martingrove & Finch. Any time after after 2:00 P.M. would be great. Please call me back at xxx-xxx-xxxx. Again, this is Merve. Thank you.

Room 1:

Hi Sam, This is Ani, It’s Monday at 2:00 PM.

I am calling to ask about a small painting job in my home. We would like to get a quote for painting 2 bedrooms, and we need to get it done by the end of October. Our house is near Yonge and Eglinton.

Please call me at 444-333-5554 if you are interested in the job/if the timing works for you. My name again is Ani. Thank you.

1. You need to speak to a client about canceling an appointment. You would like to reschedule it for another time and date.  
     
   Details  
   - Cancel and reschedule appointment  
   - Apology; reason  
   - (1) give new appointment and ask them to confirm; (2) ask person to call & rebook appointment

Group 4:

Hi Gowri, this is Mustafa calling from ABC international. I would like to inform you that, unfortunately, we will be canceling/rescheduling/postponing all appointments on September 30th (thirtieth) as we are conducting an internal audit. We would like to reschedule your appointment for October 3rd at 11.00 AM. Sorry for the inconvenience. Please call me back at 416-123-2345 to confirm if the new appointment would work for you. Thank you

30th - thirtieth

29th - twenty-nineth

Room 1:

Hi, this is Maryna from Dr Smmit’s office. It is Friday at 10:30 AM. This message is for Ani Mansoubi. I am very sorry to inform you that your appointment for Monday at 11:00 a.m. is canceled because the DR will be out of town. I have rescheduled your appointment for next Wednesday at 10:00 a.m. Please confirm if this date and time works for you. You can reach our office at 444-555-4567 between 9:00 AM to 6:00 PM. Thank you, Have a good day

**Group 3: Kai, Merve and Beeta**

Hi, this message is for Kai. It's Friday at 3:00 PM. My name is Merve and I am calling from TDSB. Unfortunately, we won't be able to make our scheduled meeting on [Date] at [Time]. I am sorry about this. Would it be possible to reschedule it for next Tuesday at 10 AM? Please call me back at xxx-xxx-xxxx to confirm. Thank you and have a nice day.

**Group 2:**

Hi Osmar, this is Neethu Francis from ABC company. It’s Friday at 10 a.m. I am calling to apologize that your appointment with Mr. Amir next Monday has been canceled because Mr. Amir will be out of the office that day. Please call us / our office back at 647-786-3456 to reschedule another appointment. Thank you and have a good day!