

03 Taking a telephone message

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Taking a phone message

When taking messages it is important to make sure that you take down all the relevant details. You should first make sure that you take down the name of the caller. It is usually necessary to ask him/her to spell names and addresses. Be sure to get the postcode.

It is essential to note down telephone numbers accurately. Failure to do so will lead to a lot of problems. Read back telephone numbers to check that you have got them right. Telephone numbers are often read differently in different countries. In Britain numbers are simply given in the order they occur, e.g.: 0044 20 363 2991 = *oh oh four four – two oh – three six three – two nine nine* (or: *double nine*) *one*.

Instead of *oh* Americans usually say *zero*. People often say: *double oh* or: *two double nine one*. If necessary, ask the caller to repeat the number more slowly.



Get callers to spell e-mail addresses precisely. Even the slightest mistake results in e-mails being sent back. @ is pronounced *at*, . is read as *dot*, ("dotcoms" = internet companies), / is pronounced *slash* and - is read as *hyphen* or *dash* or *minus*.

Your company may have a special form for recording telephone messages.

Telephone Message

For:
Caller:
Taken by:
Subject:

Date:

INFO: Leaving a message on an answering machine

- Wait for "the tone"! Pronounce your name clearly, give your company name and the place you are calling from.
- If you are calling from abroad, give the country.
- Dictate the telephone number slowly and clearly so that whoever hears the message can write it down (often people unthinkingly gabble telephone numbers!).
- Repeat important numbers and spell any names that might be difficult for the addressee.
- It may be a good idea to repeat your name and telephone number at the end (if there is time!).
- It goes without saying: Be friendly and polite!

Already done? Nice, so why don't you play a learning game then? Have fun! 😊



Scan me

Exercise 1: Listening

Listen to the phone message. Make a note of the message in **German!**



Telefonnotiz

Nachricht für: stephan walner

aufgenommen von:-----

am: heute

Anrufer: Michael Stor

Nachricht:

arrive tomorrow morning 23.02. am

1pm lunch

day after ice 10 am to frankfurt

0044799936452

Exercise 2: Listening

Listen to the conversation and take the message in **German.**



Telephone Message

Message to: Frau von Steuben

Message taken by: david verhoven Date: today

Name of the caller: gareth jones, Cyber world, Aberystwyth, Wales; Name of the boss: jonathan ansari

Message: Treffen mit Jonathan Ansari

Jonathan Ansari bedauert sehr, Frau von Steuben nicht, wie beabsichtigt auf der Computer und Software Messe in Cardiff
treffen zu können, da er in Indien sein wird.

Er schlägt stattdessen vor, dass sie sich zwischen 25. und 30. Mai in Essen treffen. Er ist am Joint Venture immer noch sehr
interessiert und erwartet ihren Rückruf.