



Taking and Leaving Messages

Business > Intermediate 6



Exercise 1 – Reading

Read the dialogue aloud with your tutor and check your understanding.

Receptionist: Good morning, this is Happy Marketing. How may I be of assistance?

Mr. Smith: I would like to speak with Mr. Clarke, please.

Receptionist: May I ask who's calling?

Mr. Smith: This is Mr. Smith from the ACE Solutions.

Receptionist: Mr. Smith, I'm afraid the line is busy at the moment. Can I put you on hold?

Mr. Smith: I really needed to talk to him on an urgent matter...

Receptionist: Would you like to leave a message, then?



Mr. Smith: That would be great. Please tell him that we revised the terms of the contract and that we sent the document 2 days ago through e-mail. He needs to check it as soon as possible and then get back to us. If he did not receive the e-mail, please tell him to call my secretary and she will re-send it.

Receptionist: Duly noted, Mr. Smith. Could you give me that phone number, please?

Mr. Smith: Yes, it's 063-865-8721.

Receptionist: Thank you very much, Mr. Smith. I will make sure Mr. Clarke gets your message as soon as possible.



Check your understanding:

1. Did Mr. Smith manage to talk to Mr. Clarke?
2. What did Mr. Smith decide to do?
3. What did Mr. Smith want to tell Mr. Clarke?



Exercise 2 – Learning

Taking a Message

- How may I be of assistance?
- I'm afraid the line is engaged/busy.
- I'm afraid he/she is in a meeting/not available at the moment.
- I'm sorry, he/she's out of the office today.
- Can I put you on hold?
- Can I take a message?
- Would you like to leave a message?
- Could you give me your number, please?
- I'll make sure he/she gets the message.



Leaving a Message

- May I speak with Mr. Clarke, please?
- I would like to speak with Mr. Clarke, please.
- When do you expect him/her back in the office?
- I need to speak with him/her on an urgent matter.
- May I leave a message?
- Would it be possible to leave a message?
- Please tell him/her that...
- Please ask him/her to call me as soon as he/she gets in.



Exercise 3 – Role Play

Take turns with your tutor and act out the scene described below.

Scene: You work as a receptionist and you receive a call from the secretary of a company you collaborate with. They are calling to inform your manager that the date of the opening ceremony for their new shop has been changed. Your manager is in a meeting, so you will have to take a message. Your teacher will act as the secretary.



Exercise 4 – Discussion

Discuss the following questions with your tutor.

1. In your line of work, do you often have to relay messages?
2. What do you think is the hardest part about taking messages?
3. What kind of skills must a good receptionist have?