

COMMUNICATION

NUMBER
EN_BE_1246X

LANGUAGE
English



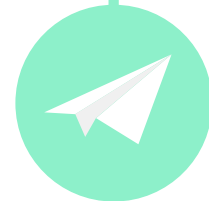


Goals

- Can understand basic phrases for being polite and taking a message on the phone
- Can use new vocabulary and understanding to take a simple message on the phone



I'm sorry, Mr Thompson isn't in at the moment. Would you like to leave a message?





Preview and warm-up

- In this lesson you will learn how to **take a message** on the **phone**.



Can I take a message?



Vocabulary review

Good morning!

**Good
afternoon!**

Please

Thank you

This is...

...calling from...

Is... there?



**Can I speak
to...?**



Sentences



Good morning, this is Harry Martins.

Good afternoon, this is Ben calling from Manchester Co.



Is Greg there?

Can I speak to Vera, please?



I'm sorry...



I'm sorry, no.

I'm afraid...

I'm afraid means the same as *I'm sorry*.



I'm afraid not.

s/he isn't in at the moment

Use this phrase if the person is not in the office and cannot take the call.



I'm sorry, **she isn't in at the moment.**



I'm afraid **he isn't in at the moment.**



Sentences



I'm sorry, Mr Jones isn't in at the moment.

I'm afraid Helen isn't in at the moment.



I'm sorry, she's not in at the moment.



Unscramble – the second phrase is new for you!

A

in

moment.

isn't

the

He

at



B

She's

moment.

here

at

not

the



Dialogue

Fill in the gaps then practise the dialogue with a classmate.



Good morning, Peterson School.

Good morning, _____ is Terry calling from Greenwood LTD. Is Claire Thornton there, please?



I'm sorry, she's not _____ at the moment.

a message

A message is a something you have to tell another person.



I am writing a message.

Can I take a message?

Would you like to leave a message?

Use these questions to ask the person you are speaking to if they want you to take a message.



Can I take a message?



Would you like to leave a message?

I'll let him/her know.

I'll let him/her know means you will tell someone something, or **give** a person the **message**.



I'll let her know.



I'll let him know.

Thanks for your call.

Say this **before** you say *goodbye*.



Thanks for your call, goodbye.



Sentences



Can I take a message?

Would you like to leave a message?



I'll let Carol know. Thanks for your call.



Speaking

When do you **take messages** at work?

Do you **write** the **messages** on **paper** or do you **send an email** to the person?





Fill in the gaps then practise the dialogue



Good morning, Peterson School.

I'm _____ she's not here at the moment. Would you like to _____ a message?

Ok, Thanks _____ your call.

Good morning, this is Terry _____ from Greenwood LTD. Is Claire Thornton there, please?

Yes. Please ask her to call me. My number is 609 573.



Dialogue

Fill in the gaps in the dialogue and then practise it with a partner.



Good afternoon, _____ is Ferdinand Sears calling from Malt Ltd.
_____ I speak to Alan Johnson, please?

I'm sorry, he's not _____ at the moment. Can I _____ a message?



Yes. Please tell him we are meeting at 10 am not 9 am tomorrow.

I'll _____ him know. _____ for your call. Goodbye!





Speaking

Imagine the conversation between these people. One of them is taking a message.





Role play

Practise taking and leaving a message with your classmates.

Can I take a message?



Is Carol there?

Student A: You are taking a message first.

Student B: You are leaving a message first.

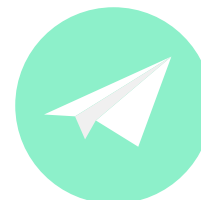


Reflect on the goals

Go back to the second slide of the lesson and check if you have achieved all the goals of the lesson.

yes

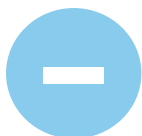
no





Reflect on this lesson

Think about everything you have seen in this lesson.
What were the most difficult activities or words? The easiest?



If you have time, go over
the most difficult slides again



Answer key

Exercise p. 11

A. He isn't in at the moment. B. She's not here at the moment.

Exercise p. 12

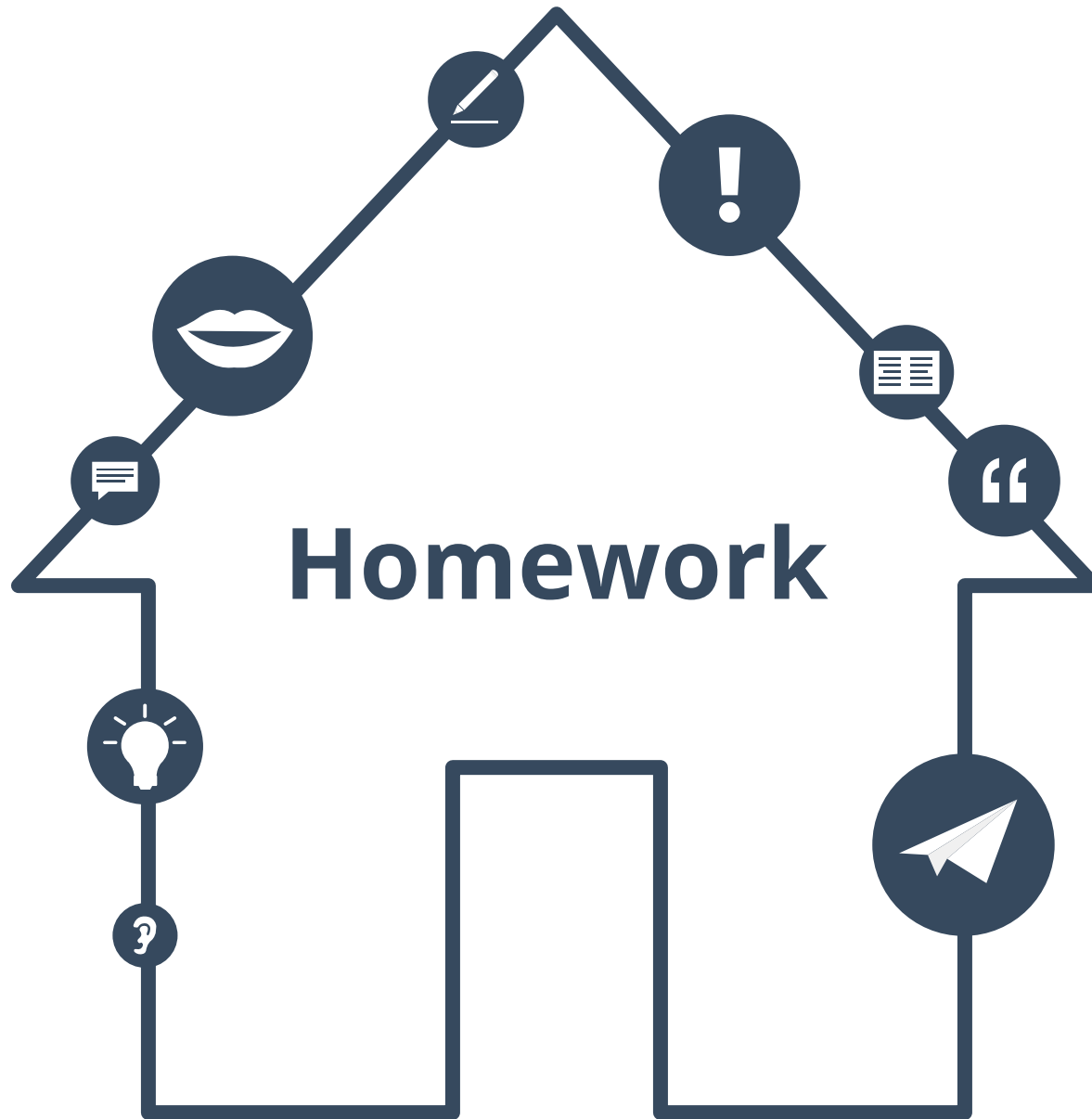
this, in/here

Exercise p. 19

calling, afraid/sorry, leave, for

Exercise p. 20

this, Can, in/here, take, let, Thanks





Multiple choice

1. I'm _____ he's not in at the moment.

- a. message b. let c. afraid d. see

2. Would you like to _____ a message?

- a. tell b. leave c. take d. say

3. I'll _____ him know.

- a. tell b. give c. let d. message

4. Thanks _____ your call.

- a. for b. from c. to d. with



Is... there?

Can I take a message?

Would you like
to leave a
message?

I'll let her know.

Thanks for your
call.

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Homework answer key

Exercise p. 27
1. C, 2. B, 3. C, 4. A



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