



# Taking and Leaving a Message

Business English Beginner  
[cakap.com](http://cakap.com)



# Learning Objectives

---

**After this lesson, students will be able to:**

- Restate key information from a phone call.
- Modify useful expressions using personal information.
- Demonstrate skills in taking and leaving messages



# Listening Exercise

Listen to the conversation and fill in the missing information.



## Listening Activity (1.3)

### *Message to Ms. Proctor:*

Date: July 8 at 10:30

From: \_\_\_\_\_

Message

The meeting is on \_\_\_\_\_ at \_\_\_\_\_, Room \_\_\_\_\_

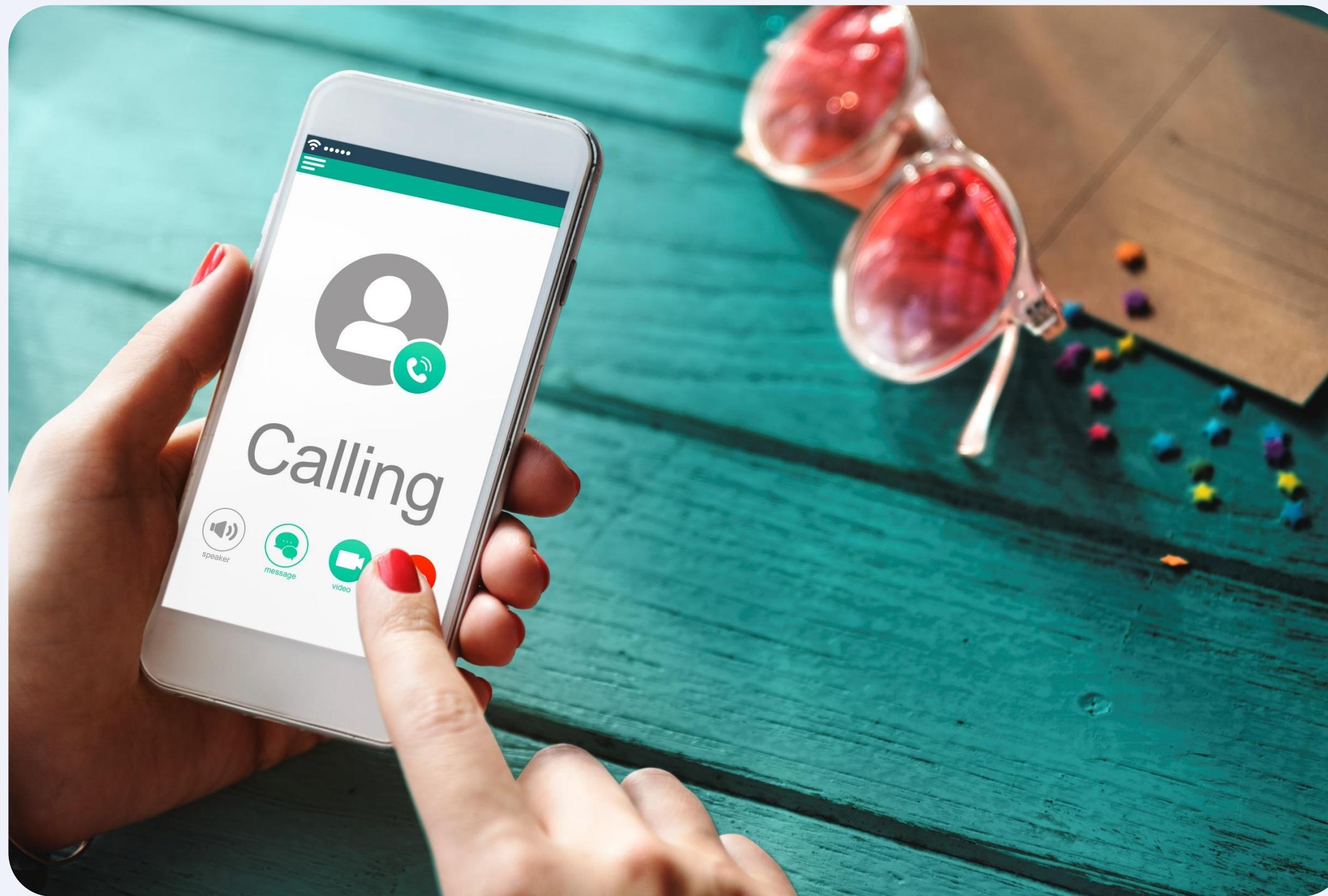
Please call him \_\_\_\_\_

Telephone number: \_\_\_\_\_



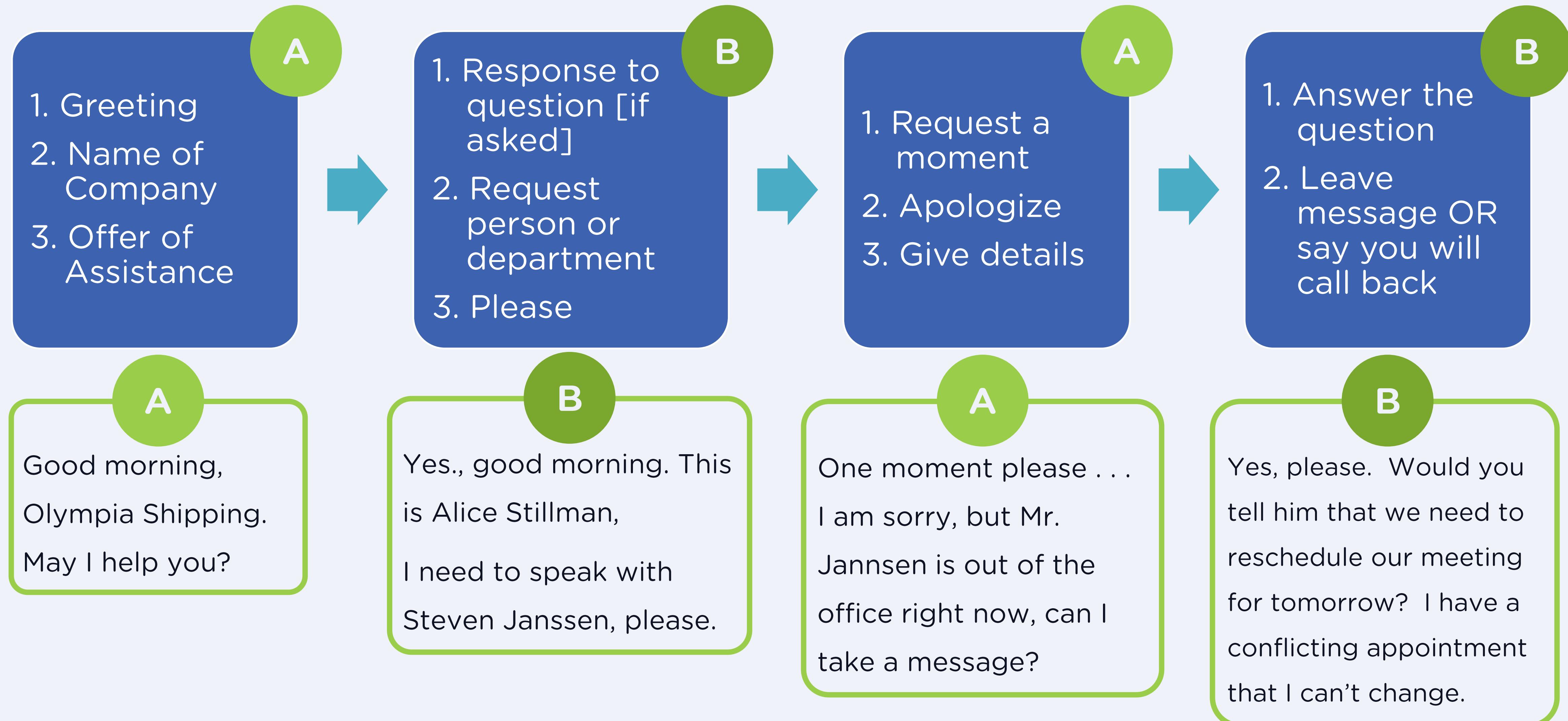
# Introduction

---

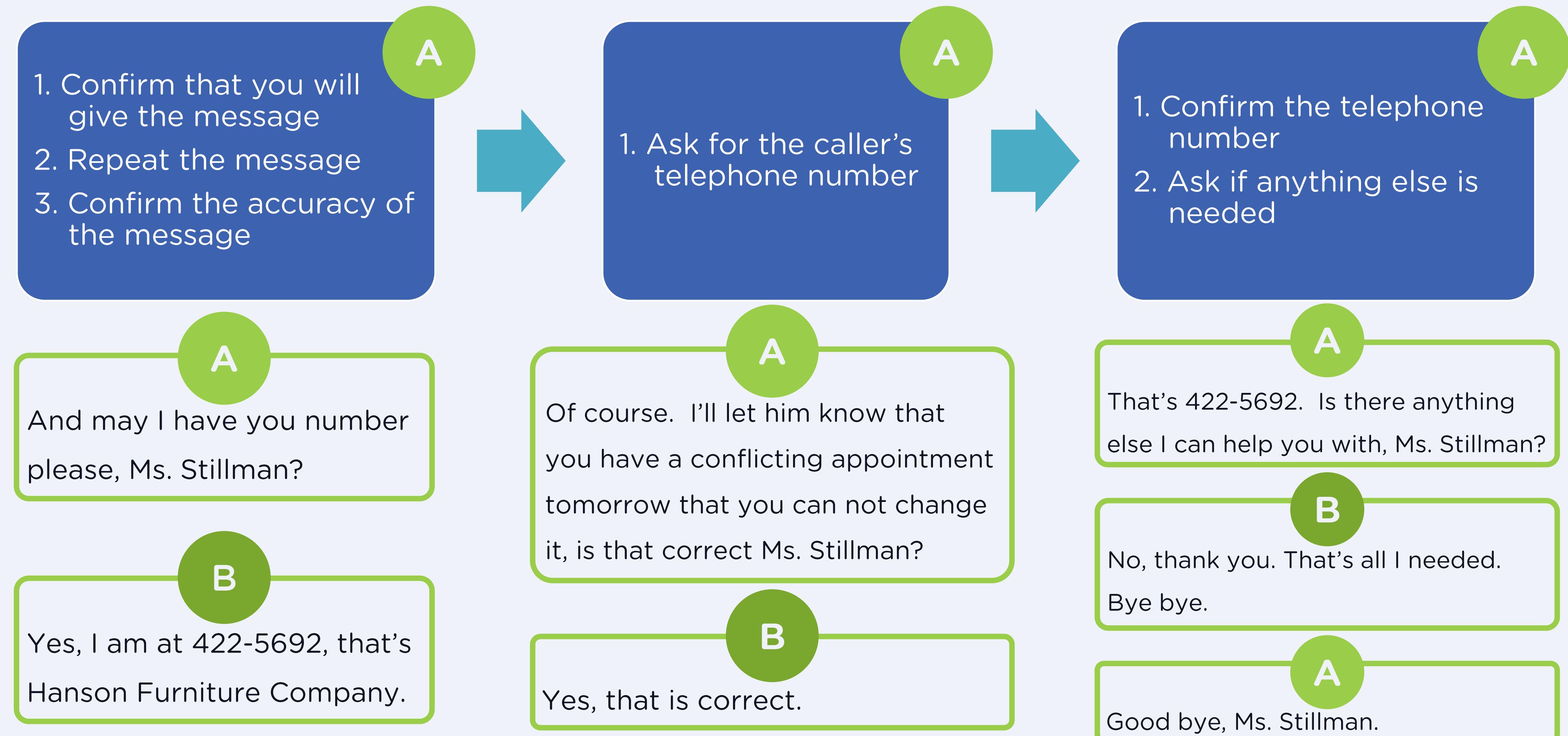


Even people who rarely have to make or receive English phone calls themselves can sometimes have to take down messages for the people who the caller really wants to speak to. This is obviously a challenge for the receiver, but it can also be tricky for the person phoning, because they will have prepared for a completely different conversation with the person who they actually wanted to speak to. Luckily, leaving messages for someone who isn't there is usually a fairly predictable conversation, with a fixed format and a limited set of phrases that you can learn and prepare to use.

# Structure of a Typical Conversation



# Structure of a Typical Conversation



# Role Play Activity

Practice the dialogue. Change the underline words. Make up details.

A : Good morning, **Olympia Shipping**. May I help you?

B : Yes, good morning. This is **Alice Stillman**. I need to speak with **Sven Jannsen**, please.

A : One moment please . . . I am sorry, but **Mr. Jannsen** is out of the office right now, can I take a message?

B : Yes, please. Would you tell him that **we need to reschedule our meeting for tomorrow?** I have **a conflicting appointment that I can't change**.

A : Of course. I'll let him know that **you have a conflicting appointment tomorrow that you can not change it**, is that correct Ms. Stillman?

B : Yes, that is correct.

A : And may I have your number please, **Ms. Stillman?**

B : Yes, I am at **422-5692**, that's **Hanson Furniture Company**.

A : That's **422-5692**. Is there anything else I can help you with, **Ms. Stillman?**

B : No, thank you. That's all I needed. Bye bye.

A : Goodbye, **Ms. Stillman**.

# Useful Expressions

Complete the expressions below.

## Taking a Message

1. How may I be of \_\_\_\_\_
2. I'm afraid the line is \_\_\_\_\_
3. I'm afraid he/she is \_\_\_\_\_
4. I'm sorry, he/she's out of \_\_\_\_\_
5. Can I put you \_\_\_\_\_
6. Would you like to \_\_\_\_\_
7. Could you give me your \_\_\_\_\_ please?

## Leaving a Message

1. May I speak with \_\_\_\_\_, please?
2. When do you expect him to \_\_\_\_\_
3. \_\_\_\_\_ leave a message?
4. Would it be possible to \_\_\_\_\_
5. Please tell him/her that \_\_\_\_\_
6. Please ask him to \_\_\_\_\_ as soon as he/she gets in.

# Getting Down to Basics

---

Work with a partner and use the information in the table below.

Use the full dialog from the previous slide.

name & #	company	calling	at	message
1. Susan Wilcox 667-6325	Rambus Microchips	Willy Gates	MicroSurf, Inc	the microchips you ordered have arrived.
2. Dave Young 863-6832	Rig Oil Corp.	Tanya Smith	Jimbo's Gas Stations	prices are going up next week – better to order now
3. Francisco Vasquez 896-8967	DDD Inc.	Ronald Barber	Waste Managers Inc.	we need our large trash containers emptied
4. Debra Monroe 325-1500	Splitstra Construction	Cynthia Slyski	Dental Associates	construction of the new offices will be delayed by two months

# Voicemail Message

## Leaving a Voicemail Message

When leaving a phone message try to keep it short. Less than 1 minute long. A standard message would be about 30 seconds. Since the person will be calling you back you do not need to include a lot of information in your voicemail message.

1. Leave your name.
2. Phone number (Say your phone number slowly)
3. Why are you calling?
4. When they call you back/Good time to reach you
5. Optional: You can repeat name, phone or message



# Activity 3

Watch the video and tell how you would have left a message for Laura.



<https://www.youtube.com/watch?v=9VxIOU4DadU&t=1s>

# Discussion Points

Discuss the questions below with your teacher or the other participants



- ✓ Did you ever have to leave or take someone else's messages? When was the last time you did it?
- ✓ What's your rule of thumb when leaving or taking someone else's messages?

# Pronunciation Drill

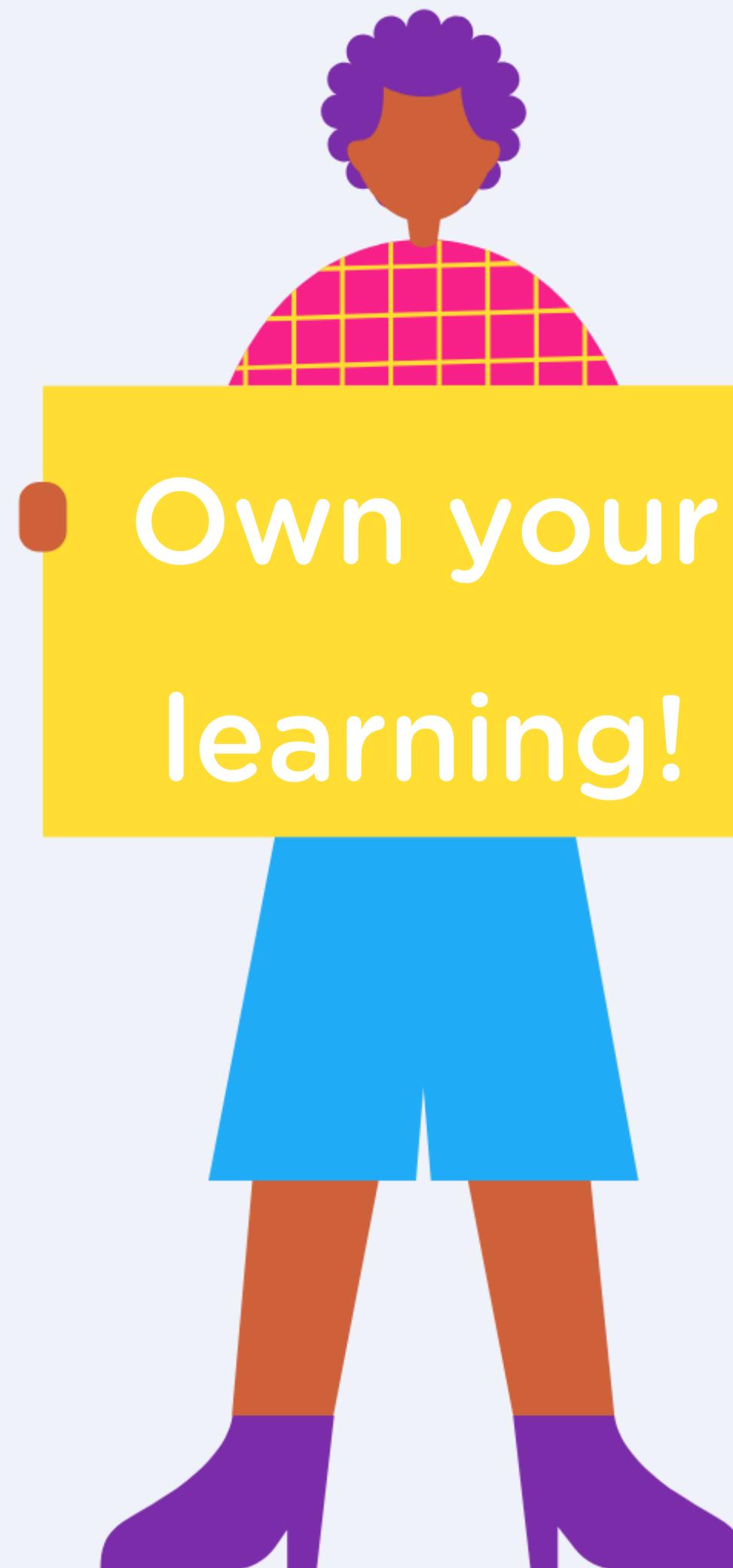
Pronounce the following words with correct pronunciation and clear enunciation

The words	The phonetic symbols
accuracy	/'æk.jə.rə.si/
conflicting	/kən'flɪk.tɪŋ/
appointment	/ə'pɔɪnt.mənt/
receiver	/rɪ'si:.vər/
emptied	/'emp.tid/



# Learning Reflection

Think of today's learning session and answer the following questions



What new knowledge have you obtained today?  
(Could be a new concept(s) or new vocabulary items)

What's your favorite part of today's learning topic?

What do you think you can do with what you have learnt today?

# Thank you.



#MakinCakap