

BUSINESS ENGLISH
PHONE MESSAGES 05 - LEAVING A MESSAGE 02

IN CONTEXT 8-10 min

Match the pictures with the adjectives

How do you feel when you need to leave a message in English to your foreign colleague?

afraid *aggravated* *anxious* *confident* *scared* *secure* *stressed*



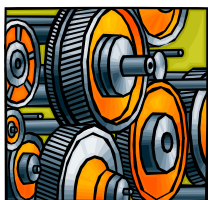
Do you feel more secure in leaving a message on a voicemail or with someone?
Are you aggravated when your calls are not returned?

Answer

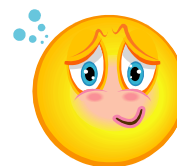
When you hear a voicemail, do you



a) hang up as fast as you can?



c) call later to avoid talking to a machine?



b) mumble a message leaving you embarrassed?



d) leave a message as you speak perfect English!

LISTENING 12-15 min

Before listening:

1. Order the steps in a logical sequence

Suggested steps to leave a message on a voicemail

- _____ a) Introducing yourself
- _____ b) Telling the date and time of your call
- _____ c) Telling your phone number slowly
- _____ d) Closing - Farewell
- _____ e) Telling the purpose of your call
- _____ f) Greeting
- _____ h) Telling the best time and day to reach you back

2. Match each verb with its preposition

- | | |
|---|--------|
| 1. Let's get ... touch when you are back from your business trip. | a on |
| 2. I tried to get my point ... to my colleague, but he wouldn't listen. | b up |
| 3. Can you set ... an appointment with the Sales manager? ... | c up |
| 4. We need to set ... the grand opening on time. Go and get prepared! | d over |
| 5. Call ... the technician to come and fix this copy machine. ASAP! | e off |
| 6. The team has gotten ... the project more efficiently than expected. | f in |

While listening

You received three messages on your voicemail at your office.
Listen and take notes.

Message 1:

Date: *Tues,*_____ Time: *11 am*_
To _____
WHILE YOU WERE OUT
From _____
Of _____ *Corporation*
Phone _____
E-mail _____

| | | | | |
|---------------|-----------------|----------|-------------|--|
| Telephoned | Returned call | <i>X</i> | Please call | |
| Please see me | Will call again | | Important | |

about _____
and trial period of _____

Message 2:

Date: _____ Time: _____
To _____
WHILE YOU WERE OUT
From _____
Of _____
Phone _____
E-mail _____

| | | | | | |
|---------------|--|-----------------|--|-------------|--|
| Telephoned | | Returned call | | Please call | |
| Please see me | | Will call again | | Important | |

Message 3:

Date: _____ Time: _____
To _____
WHILE YOU WERE OUT
From _____
Of _____
Phone _____
E-mail _____

| | | | | | |
|---------------|--|-----------------|--|-------------|--|
| Telephoned | | Returned call | | Please call | |
| Please see me | | Will call again | | Important | |

Who are you going to call first?
Have you had an urgent voicemail message to take care of recently? What was it about?

READING 5-8 min

1. Observe the words in *italic* in messages 1, 2 & 3.

Match with a synonym

- | | |
|-------------------|--------------------------|
| 1. a trial period | a ease, facilitate |
| 2. convenience | b during, proceeding |
| 3. a venue | c attached, not moveable |
| 4. a course | d a location |
| 5. (to be) stuck | e experimenting |

Message 1:

(Beep)

Hello, this is John Elton E-L-T-O-N from Music Record Corporation.

It is Tuesday April 5th around... hmmm 11 o'clock.

I'm returning your call regarding your request about the conditions & *trial period* of our new services. Please, get in touch before 3 pm today or tomorrow morning at your earliest *convenience* at 03 88 75 48 52 extension 568 again my number is 03 88 75 48 52 extension 568.

Have a great day. Bye.

Message 2:

(Beep)

Hi, Rodger Waters speaking from Rapid Falls company.

I'm calling about setting off the new campaign as planned. Please call me at 01 78 77 89 12 as soon as possible. We just got on some improvements about the *venue* issue, but we need to be urgently resolving it within the *course* of this week. Call me back!

Message 3:

(Beep)

Hello Mark, this is Amy. I just wanted to let you know that I will be arriving a bit late to our meeting. I'm *stuck* in traffic. I just sent you the information you needed, so please set up the meeting room and start the meeting without me. If you need any help, call me up on my cell. I'll do my best to assist you while I'm on my way.

Talk to you soon.

VOCABULARY 8-10 min

Match with the definition

Phrasal Verbs Tips:

- A phrasal verb is usually a two-word phrase with a verb + a adverb or a verb + a preposition
- Think of each phrasal verb as a separate verb with a specific meaning, you will be able to remember it more easily.
- Phrasal verbs often have more than one meaning.

1. Can you call **on** Mary to get the meeting agenda ready?
 2. Please, don't cut me **off** during this conference call. I will answer all your questions at the end of my presentation.
 3. I called **up** three times before getting someone to answer.
 4. My boss came **forward** to apologize for her remark about my phone etiquette.
 5. I will set **off** the conference call with a welcoming speech.
 6. Put **down** her phone number on this post-it before you forget it.
 7. After calling, make sure to put **down** the phone on its base so the batteries are charging.
 8. Take care of this client file right away! Call the customer and don't put it further **off** at a later time!
 9. In customer service, the staff has sometimes to put **up** with many complains over the phone.
 10. The trainees got **away with** calling potential customers.
 11. Let's get **together** in the office to call the last three candidates for the phone interview.
 12. We'll get **in touch** by phone if your application has been accepted.
-
- a. To _____ = to write something on paper
 - b. To _____ = to call someone, a group, or a company on the telephone
 - c. To _____ = to bring something, such as information, to someone's attention
 - d. To _____ = to cause something to begin /occur
 - e. To _____ = To order or request to undertake a particular activity
 - f. To _____ = to interrupt someone
 - g. To _____ = To do without being noticed or punished
 - h. To _____ = to postpone, to delay
 - i. To _____ = to endure
 - j. To _____ = to meet
 - k. To _____ = to get in contact
 - l. To _____ = to lower or set down something (or someone) physically

VIDEO 5-8 min

a. Watch and listen to 1:16: <http://www.youtube.com/watch?v=WC-VJUKh8ec>

What did you understand?

b. Watch and listen a second time until 2:19

Fill in the notes

Message 1:

Phone call message

To _____ from G & H_____

WHILE YOU WERE OUT

From _____

Of _____(company name)_____

Phone_____

E-mail_____

| | | | | | |
|---------------|--|-----------------|--|-------------|-------------------------------------|
| Telephoned | | Returned call | | Please call | <input checked="" type="checkbox"/> |
| Please see me | | Will call again | | Important | |

Message 2:

Phone call message (*taken by Jack*)

To _____ from Northern Electric

WHILE YOU WERE OUT

From _____

Of _____(company name)_____

Phone_____

E-mail_____

| | | | | | |
|---------------|--|-----------------|--|-------------|--|
| Telephoned | | Returned call | | Please call | |
| Please see me | | Will call again | | Important | |

SPEAKING 5-8 min

1. **Read,**
2. **Prepare how you will express yourself** (ask for help to your instructor if needed)
3. **Listen** (to your instructor "being" the voicemail message😊)
4. **Speak & leave a message on your co-worker voicemail**

Role-play 1

You are missing an important document, your colleague - Tim Thames from *Genius Inc*- promised to send you during the course of the morning.

You need it within the next hour to be able to use it for your presentation taking place this afternoon.

Call your colleague to get the document as fast as you can.

Use the phrasal verbs:

get in touch, to get away with, to put off

Role-play 2

You are calling your colleague who did not complete his part of the project.

After talking to him several times, you decide to make a complaint to your boss.

Call him and leave a message explaining the situation.

Use the phrasal verbs:

To get together, to call up, to call on

QUIZ 8-10 min

Match

afraid aggravated confident scared secure stressed



Match

convenience - put down - course - venue - get in touch - stuck - trial period

1. Don't call. _____ the phone. I have critical information for you
2. Before hiring you as a receptionist, there is a three months _____ .
3. The _____ will be the Red Salon for the conference call.
4. Please _____ at the latest in two days to get a chance to set up the meeting on time.
5. During the _____ of this week, I need to call Mrs. Fertrude.
6. Leave a message at your _____, I'll return your call in a timely manner.

Read & complete

You received this note on your desk.

Call on
Call up
Get over
Set off
Put off
Put up
Get on

Please 1. _____ Mrs. Fertrude. She needs to 2. _____ her team to report back to me about its performance for the month of March. Tell her to 3. _____ to each representative that these reports must be handed in ASAP. Regarding the new sales process, the trial period will be 4. _____ in two weeks on Wednesday and not 5. _____ at a later date. Hopefully everyone will 6. _____ with this shorter deadline and 7. _____ their work more efficiently!