

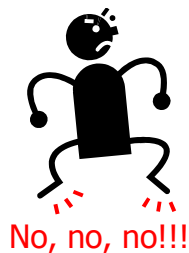
BUSINESS ENGLISH
PHONE MESSAGES 05 - TAKING A MESSAGE 03

IN CONTEXT 5-8 min

How do you feel when you are receiving unexpected calls?

Have you ever talked on the phone to someone who

- was skeptical?
- was defensive?
- lost his/her temper?
- was bothered?



What tone of voice did the person have?

Do you think that displaying emotions on the phone can be problematic?

VOCABULARY 8-12 min

1. Tips: Taking a message

When getting a phone call and the caller asks you to take a message to give to a colleague or associate, do you:

- ☐ Tip 1: verify the caller's last name spelling
- ☐ Tip 2: repeat the key information
- ☐ Tip 3: organize the information concisely on a piece of paper
- ☐ Tip 4: speak clearly without rushing or hesitating
- ☐ Tip 5: use *probing* questions (follow up questions to get more details/info)
- ☐ Tip 6: *jot down* the info to get back to your affairs
- ☐ Tip 7: offer the caller to take a message, pay attention to the caller and listen to him attentively
- ☐ Tip 8: reassure the caller that his/her message will be given to the person he/she is trying to reach

2. Match the phrases with some of the tips above

- a. I'll tell him/her you called.
- b. Would you like to leave a message?
- c. Can you spell that please?
- d. I'll make sure she gets the message.
- e. Hold on, I'll just get a pen.
- f. Let me summarize/repeat again your message.
- g. I'll get him/her to contact you first thing in the morning.
- h. Let me take note of what you said.

3. Classify the tips with their objectives (more than one answers are possible)

TARGETS / OBJECTIVES	TIPS FOR TAKING A MESSAGE
1. Verifying what you understood/announcing the key information	Tip 1: verify the caller's last name spelling Tip 2: repeat the key information Tip 3: organize the information concisely on a piece of paper Tip 4: speak clearly without rushing or hesitating
2. Take notes: structuring and/or confirming your message	Tip 5: use <i>probing</i> questions (follow up questions to get more details/info) Tip 6: <i>jot down</i> the info to get back to your affairs
3. Being professional	Tip 7: offer the caller to take a message, pay attention to the caller and listen to him attentively Tip 8: reassure the caller that his/her message will be given to the person he/she is trying to reach

Which phrases would you use to :

- 1 - summarize the information you were just given?
- 2 - announce the important information?
- 3 - adding a detail?
- 4 - confirming?

- a. So let me rephrase...
- b. The two points you mentioned were...
- c. The other important detail was...
- d. In other words you said...
- e. Is that correct/right?
- f. The first/second information...

WRITING 8-10 min

a. Before writing

Taking notes:

Decipher the message.

- Who is calling? Where does he/she work at?
- For who is the message?
- When is the meeting?
- What do the abbreviations mean?

Date: 04/02/2012 Time: 4:30 pm

To Mrs Goldwind

WHILE YOU WERE OUT

From Mr. Gomez

Of Karlston Industries

Phone 05 02 56 87 52

E-mail jeangoldwind@karlstonindustries.fr

Telephoned	Returned call	Please call	X
Please see me	Will call again	Important	X

URGENT: meeting @ room #25

approx in 35 min

bring the tech. file w/ cost sheet

call back ASAP for conf.

b. While writing

Imagine and write the dialog over the phone between Mr. Gomez and the person receiving the call. (use all or part of the lines below)

Person A: Hello, _____.

Mr. Gomez: _____

Person A: _____

Mr. Gomez: _____

Person A: _____

Mr. Gomez: _____

Person A: _____

Mr. Gomez: _____

Person A: _____

Mr. Gomez: _____

Person A: _____

Mr. Gomez: _____

SPEAKING 8-10 min

Role-play: Listen to your teacher and take notes

INSTRUCTOR

1. Greeting and
introducing yourself

3. Asking to speak
to learner's colleague

5. Give your message

7. Respond

9. Respond

LEARNER

2. Responding

4. Announcing his/her absence
& ask to take a message

6. Take notes and ask probing
questions

8. Verify your notes

10. Close the call (farewell)

Date: _____ Time: _____

To _____

WHILE YOU WERE OUT

From _____

Of _____

Phone _____

E-mail _____

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

WATCH IT 8-10 min

1. Watch (from 0:27 to 2:59) and answer

<http://www.youtube.com/watch?v=kVUX2nizkJg&feature=related>

a. Where does the man (answering the calls) work at?

b. Who do the callers want to talk to?

c. Who does the man take messages from?

(from 1:04) Mrs. B _____

(from 1:33) Mr. R _____

(from 1:04) Ms. N _____

2. Watch a second time (from 1:04 to 2:59) and answer

What are the messages that each caller leave?

a. Person 1: Mrs. B _____

(From 1:04)

___ Not _____ with _____

___ No _____

b. Person 2: Mr. R _____

(From 1:33)

___ Wanted a _____

___ No _____ is _____

c. Person 3: Ms. N _____

(From 1:04)

___ Can _____ stay with you at _____ in _____

___ Would _____ a king-sized _____

3. Watch a third time (from 2:28 to 2:59) and answer

What are the three messages that the man gives to Sheryl?

Why is it funny?

QUIZ 8-10 min

Complete the phrase

skeptical

defensive

temper

bothered

1. I can't believe this customer service was so _____ about my issue with this product. He didn't help me, but rather made excuses saying that I didn't know how to use it.
2. What a bad _____ the receptionist has! She doesn't smile, is not very nice to people and appears to only do what she wants instead of her job.
3. I am _____ about my interview. I don't know if the company will give me the job.
4. Are you _____ by my various questions? I'm sorry I don't want to interrupt, but I need help with this file. I need to take care of it today.

Match the phrases in the mini-dialogs

1. Let me take note of what you said.
2. I'll make sure he gets the message.
3. Can you spell that please?
4. Would you like to leave a message?
5. The two points you mentioned were ...
6. Let me summarize what I took note of.

Dialog 1: A: Did you get all the : information? B:	Dialog 4: A: Tell her to call me back at 03 88 87 75 00 and to be ready for the meeting. B:
Dialog 2: A: B: It's I-B-M S-E-R-I-E-S	Dialog 5: A: B: Sure. Tell Mr and Mrs Karwik to arrive before 9 am
Dialog 3: A: B: That's correct! You jotted down everything.	Dialog 6: A: This is important. He must get the message today. B:

What does this message mean?

Date:___04/02/2012_____ Time: _10:30 am_

To ___Mr Phil_____

WHILE YOU WERE OUT

From Ms. Julia_____

Of__Tec Services Industries_____

Phone__613 425 5685_____

E-mail__jjulia@tecservicesindustries.com_____

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

__IMP !!! cust unhappy_____

__call back ASAP @ the ext 526_____

__prob w/ est cost_____
