

Telephoning 02: Taking a Message

Practice 1 | Useful Expressions

Directions: Listen and repeat.

- **Hello, this is (name of Company).**
 - used when responding to a caller by mentioning the company name
- **Good morning. How may I help you?**
 - a polite way of greeting and asking the caller's purpose of the call
- **Who's calling, please?** – a polite way of asking the caller's name
- **Sorry, I didn't get your name.** – used when asking the caller to repeat saying his name
- **Where are you calling from?** – used when asking about the origin of the call
- **I'll try to put you through.** – used when connecting the caller to a direct line
- **Can I put you on hold?** – used when asking the caller to wait if the direct line is busy
- **Would you like to leave a message?** – used when asking to take a message for someone
- **Could you give me your number, please?** – used when asking for the caller's phone number

Practice 2 | Dialogue

Directions: Read the dialogue aloud with your teacher.

Abbott is calling J & M Imports, trying to talk with Carson.

Receptionist : Hello, this is J & M Imports. Good morning! **How may I help you?**

Mr. Abbott : Could I speak to Mr. Carson, please?

Receptionist : Who's calling, please?

Mr. Abbott : This is Jim Abbott.

Receptionist : I'm sorry. I didn't get your name.

Mr. Abbott : Jim Abbott. That's A-B-B-O-T-T

Receptionist : Thank you, **where are you calling from?**

Mr. Abbott : Happy Marketing.

Receptionist : Ok, Mr. Abbott. I'll try to put you through. I'm sorry the line is busy. **Would you like to be put on hold?**

Mr. Abbott : **Could I leave a message?**

Receptionist : Certainly.

Mr. Abbott : Could you tell Mr. Carson that I already sent the documents through Fed Ex? It should arrive by Tuesday.

Receptionist : Documents sent through Fed Ex. Will arrive by Tuesday.

Mr. Abbott : Yes, and could you ask him to call me back when the documents arrive?

Receptionist : Sure. **Could you give me your phone number, please?**

Mr. Abbott : Yes, it's 714-865-4821.

Receptionist : That's 714-865-4821.

Mr. Abbott : Yes, that's right. Thank you.

Receptionist : You're welcome! Goodbye.

Check your understanding: Answer the following questions.

1. Who was looking for Mr. Carson?
2. What is the name of Mr. Abbott's company?
3. Why can't Mr. Abbott talk to Mr. Carson?
4. Why did Mr. Abbott call?
5. What did Mr. Abbott tell the receptionist after leaving the message?

Practice 3 | Role Play

Directions: Have a role play with your teacher in the following situation.

Situation

You are a businessperson in a company, making a deal with another trading company. Call to this company and try to talk with Mr. Ronald, who is the manager of the wine sales department. Your teacher will be the receptionist.

Practice 4 | Discussion

Directions: Discuss these topics and exchange thoughts with your teacher.

1. How do you take a message from a caller?
2. If the person you are calling is not available, do you leave a message or stay on hold? Why?
3. What are some important details that you would ask the caller when taking a message for someone?
4. What kind of skills must a good receptionist have?
5. Do you think good communication skills are important in telephoning? Why?