

A voicemail message

Listen to a voicemail message and answer the questions to practise your listening skills.

Before listening

Do the preparation task first. Then listen to the audio and do the exercises.

Preparation task

Match the definitions (a–h) with the words or symbols (1–8).

Words/Symbols

1. a colleague
2. -
3. _
4. an office
5. a brochure
6. products
7. the price
8. @

Definitions

- a. things a company makes and sells
- b. someone you work with
- c. a place where people work at desks
- d. underscore
- e. the amount of money you pay for something
- f. at
- g. hyphen (or 'dash')
- h. a small book with information about a product

Tasks

Task 1

Choose the best answer.

1. John works at Old Time Toys.
 - a. Yes
 - b. No
2. Marina wants ...
 - a. product information, a brochure and prices.
 - b. to call John again later.
3. Marina's number is ...
 - a. 0208 6557621
 - b. 0208 6656721
4. Marina's email address is ...
 - a. marina.silva@oldtime_toys.com
 - b. marina.silva@oldtime-toys.com

Task 2

Write a number (1–6) to put the actions in the order they are mentioned.

_____ Marina says that she needs some product information.

_____ Marina introduces herself.

_____ Marina leaves her email address.

_____ Marina says how she got John's phone number.

_____ Marina asks for a brochure and prices.

_____ Marina asks John to call her back.

Discussion

Do you ever make phone calls or leave voicemail messages in English?

Transcript

John: Hi, this is John. Thanks for calling. I'm not here at the moment, so please leave a message and I'll call you back.

Marina: Hi, John, this is Marina Silva calling from Old Time Toys. Your colleague Alex gave me your phone number. She said you can help me.

I need some information on your new products. Could you please call me when you are back in the office? My phone number is 0-2-0-8, 6-5-5-7-6-2-1.

Also, can you please email me your new brochure and information about your prices? My email address is Marina, that's M-A-R-I-N-A, dot Silva, that's S-I-L-V-A, at O-L-D-T-I-M-E hyphen toys dot com.

Thanks a lot. I look forward to hearing from you.

Answers

Preparation task

1. b
2. g
3. d
4. c
5. h
6. a
7. e
8. f

Task 1

1. b
2. a
3. a
4. b

Task 2

1. Marina introduces herself.
2. Marina says how she got John's phone number.
3. Marina says that she needs some product information.
4. Marina asks John to call her back.
5. Marina asks for a brochure and prices.
6. Marina leaves her email address.