

Leaving a message

Listen to someone leaving a message to practise and improve your listening skills.

Before listening

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

Preparation task

Write the words in the correct group.

Would you like to leave a message?	I'll give her your message when she comes back to the office.	Here's my email address.	Please ask her to call me back.
Thank you for calling.	I'll call back later.	Could you take a message, please?	Could you give me your number, please?

Taking a message	Leaving a message

Tasks

Task 1

Are the sentences true or false?

- Maria's in a meeting.
- Peter's number is 07460 990128.
- Peter needs to give Maria the new project figures.
- Peter might be in a meeting later that afternoon.

Answer

- | | |
|------|-------|
| True | False |

- | | | |
|---|------|-------|
| 5. Peter prefers Maria to email him back instead of calling back. | True | False |
| 6. Peter's email address is peter.griffin@pxo.com | True | False |

Task 2

Write a number (1–6) to put the sentences in the correct order.

_____ Thank you. Goodbye.

_____ I'm sorry. She's not here at the moment. Would you like to leave a message?

_____ That's fine. I'll tell her you called. Goodbye.

_____ It's OK. She already has my number.

_____ Yes, please. Could you tell her that Peter Griffin called?

_____ Sure. Would you like to leave a number?

Discussion

How often do you make phone calls in English?

Transcript

Jane: Hello, this is the sales department. Jane Solomon speaking.

Peter: Hello, is Maria Fernandez there, please?

Jane: No, I'm sorry. She's not in the office at the moment. She's on her lunch break.

Peter: Oh. Could you take a message, please? Could you tell her that Peter Griffin called?

Jane: Sure. Could you give me your number?

Peter: It's 0-7-4-6-0 double 9-0-1 double 8.

Jane: Thanks. That's 0-7-4-6-0 2-9-0-1-2-8.

Peter: Sorry, no. It's 0-7-4-6-0 9-9-0-1-8-8.

Jane: 9-9-0-1-8-8.

Peter: Yes. Please ask her to call me back, and tell her it's about the PXO project. I need the new project figures.

Jane: The PXO project. Right. I'll give her your message when she comes back to the office.

Peter: Thank you. In case I'm in a meeting when she calls back, can I give you my email address too?

Jane: Of course.

Peter: Great. It's P-E-T-E-R dot G-R-I-F-F-I-N at F-R-E-S-H dot com.

Jane: Can I read that back to you?

Peter: Sure.

Jane: That's P-E-T-E-R dot G-R-I-F-F-I-N at F-R-E-S-H dot com.

Peter: Yes, that's it.

Jane: OK. I'll tell her you called.

Peter: Thank you. Goodbye.

Jane: Goodbye.

Answers

Preparation task

Taking a message	Leaving a message
<p>Would you like to leave a message?</p> <p>I'll give her your message when she comes back to the office.</p> <p>Could you give me your number, please?</p> <p>Thank you for calling.</p>	<p>I'll call back later.</p> <p>Here's my email address.</p> <p>Please ask her to call me back.</p> <p>Could you take a message, please?</p>

Task 1

1. False
2. False
3. False
4. True
5. False
6. False

Task 2

1. I'm sorry. She's not here at the moment. Would you like to leave a message?
2. Yes, please. Could you tell her that Peter Griffin called?
3. Sure. Would you like to leave a number?
4. It's OK. She already has my number.
5. That's fine. I'll tell her you called. Goodbye.
6. Thank you. Goodbye.