



Unit 12 Telephone talk

Task 06. Fill in the missing words from the box.

No problem – delayed – urgent – take a message – Good afternoon – meeting –
call me back – How may I help you? – back – as soon as possible – I'm sorry –
around 6 p.m.

Announcer: Taking messages. Listen to the 2 telephone conversations and write down the messages. Message 1

Receptionist: Jacobs Locksmithery. Good morning. _____

Simon: Hello. Could I speak to Susan Black, please? Is she there today?

Receptionist: I'm sorry. She's not here at the moment. She's in a _____.

Simon: Ah! Do you know when she'll be _____, then?

Receptionist: I'm not sure ... one moment please ... it's 11 o'clock now, but I think the meeting will go over lunchtime. She should be back after 2 p.m. Can I help or _____?

Simon: Yes. Please ask her to _____. ... My name is Simon Bailey of Sheetmetal Ltd. It's _____.

Receptionist: Yes, of course. I'll give her the message _____.

Simon: Thank you, good bye.

Receptionist: Bye.



zielsicher English for Metalworking Technicians – Kopiervorlage zu Schulbuchseite 66

Announcer: Message 2

Receptionist: Iron & Steel, South Road Industrial Park. _____ . How can I help you?

Ron: This is Ron Tailor of Miller Ltd. I'd like to speak to Ms Dean, please?

Receptionist: _____, Ms Dean has already left for the day. Could I help you, instead?

Ron: Well, I'm afraid the delivery of iron girders will be _____ a bit this afternoon. Our truck had a problem and couldn't leave on time.

Receptionist: Oh dear, it's nearly 4 o'clock. When will the truck arrive? Can you give me some idea as we close at 6:30?

Ron: Well, the driver has just phoned to say that he should be with you _____ if that's alright.

Receptionist: _____, I'll leave a message for the warehouse manager, Mr Howarth.

Ron: Thank you. Bye.

Receptionist: Thank you for letting us know about the delay. Bye.