



Unit 12 Telephone Talk

Task 07

Announcer: Taking messages. Listen to the 3 telephone conversations and write down the messages. Message 1

Receptionist: Holly Potter Interiors. Good morning. How may I help you?

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 meeting.

Simon: Ah! Do you know when she'll be back, 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 take a message?

Simon: Yes. Please ask her to call me back. ... My name is Simon Bailey of Cushions & Covers Ltd. It's urgent.

Receptionist: Yes, of course. I'll give her the message as soon as possible.

Simon: Thank you, good bye.

Receptionist: Bye.

Announcer: Message 2

Receptionist: Living Sofas, Metropool Shopping Centre. Good afternoon. How can I help you?

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

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

Ron: Well, I'm afraid the delivery of furniture will be delayed 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 around 6 p.m. if that's alright.

Receptionist: No problem, 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.



- Announcer: Message 3
- Receptionist: Linda de Vere Fashion. Good afternoon.
- Miranda: Good afternoon, Dr Miranda Wild speaking. Please, could I speak to Thomas Patterson?
- Receptionist: I'm sorry, but Mr Patterson is away on business this afternoon. Could I possibly help you instead?
- Miranda: Well ... No, ... I think I'd better speak to him myself. It's a personal matter. Do you know when he'll return?
- Receptionist: Well, it's half past 3 now, he said he'd try to return between 4 and 4:30. Would you like to leave a message?
- Miranda: Yes, please. Could you tell him that I'll call back around half past 4? Please tell him Dr Miranda Wild called.
- Receptionist: I'll give him the message as soon as he comes back.
- Miranda: Thank you. You're most kind.
- Receptionist: You're welcome. Bye.
- Miranda: Bye.