



Unit 12 – Telephone talk

Task 06

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

Receptionist: Jacobs and Sons. 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 Interior Design 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: Conco International. Good afternoon. How can I help you?

Ron: This is Ron Tailor of Selmo Builders Warehouse. 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 the material 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.