

Lesson 24: Answering Phone Calls 2 (Taking a Message)

By Xandra

1. Dialogue

First, repeat after your tutor. Then, practice each role.

Hanako is the office receptionist at Wayne Enterprises. Part of her job is to answer calls and take messages.

Hanako: Good afternoon. This is Wayne Enterprises. How may I help you?

Bobby: Hello. My name is Bobby Drake. I'd like to speak to Bruce, please.

Hanako: I'm sorry but he's unable to take your call at the moment.

Bobby: Oh, I see. Can I leave a message?

Hanako: Of course, sir.

Bobby: I'm supposed to meet him tomorrow. But please tell Bruce that I cannot make it to the meeting.

2. Today's Phrase

First, repeat after your tutor. Then, make a few sentences using Today's phrase.

1. You're supposed to say 'excuse me' when you sneeze.
2. Jack is supposed to go straight home from school every day.
3. My computer is making a strange noise. Is it supposed to do that?

* be supposed to ~ / ~することになっている、~しなければならない

3. Your Task

You are an office assistant. Someone (=your tutor) has just called, and you can't hear his/her voice very well.

Respond to this phone call in a professional way. Take a message and ask the caller to spell his/her name for you.

4. Let's Talk

Do you often leave a message when the person you're calling is not available? Explain your answer.

Would you leave personal messages with an assistant?

Why or why not?

Do you leave messages on answering machine? Why or why not?

5. Today's photo

Describe the photo in your words as precisely as possible.



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