

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

By Xandra

1. Dialogue

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

Hanako is Barry Allen's assistant. She's taking messages for her boss today because he's out of town.

Hanako: Barry Allen's office. This is Hanako speaking. How can I help you today?

Bobby: Hello. This is Bobby Drake from Ample Computers. Is Mr. Allen in today?

Hanako: He's on a business trip. If you would like to leave a message, I'll make sure he gets it.

Bobby: I see. I'll try to reach him on his mobile phone then.

Hanako: He's in Spain at the moment. **Due to** the time difference, I wouldn't advise calling him at this hour.

Bobby: In that case, when you get in touch with Mr. Allen, please tell him that Bobby Drake called.

Hanako: Where can Mr. Allen reach you?

Bobby: I'll be in the office all week. Thanks, Hanako.

2. Today's Phrase

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

1. Classes were cancelled **due to** bad weather.
2. **Due to** computer failure, the staff couldn't work efficiently today.
3. Mr. Kobayashi cancelled his trip **due to** health issues.

* **due to** ~ / ~が原因で、~のせいで

3. Your Task

There's a call for your boss. Your boss is not available but the caller (=your tutor) insists that it's an important phone call. Respond to the caller in a business-like manner and ask for his/her name and number.

4. Let's Talk

*What is a proper way to deliver messages to your boss?
What are some of the dos and don'ts in taking a message?
How would you deliver an unpleasant message to your boss?*

5. Today's photo

Describe the photo in your words as precisely as possible.



Image courtesy of nenetus / FreeDigitalPhotos.net