

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 because he's not in the office.

Bobby: Hello. I would like to speak to Barry Allen, please.

Hanako: I'm sorry, but Mr. Allen is not in the office right now. Would you like to leave a message?

Bobby: I'll just call again. What time will he be back?

Hanako: I'm afraid I don't know, sir. Shall I tell Mr. Allen that you called?

Bobby: Alright. My name is Bobby Drake.

Hanako: The line's not very clear. Could you spell your last name for me?

Bobby: It's D-R-A-K-E.

Hanako: I got it, Mr. Drake. Would you like to leave your number?

Bobby: He's got my number. Tell him that I would appreciate it if he could return my call.

Hanako: I'll give him your message **first thing** when he returns.

2. Today's Phrase

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

1. I'll print out the report **first thing** in the morning.
2. A: Could you process Mr. Lee's orders?
B: I'm busy today but I promise I'll do that **first thing** tomorrow.
3. Jack goes jogging **first thing** every morning.

* **first thing** / いの一番に、何よりも先に

3. Your Task

You've received several phone calls for your boss (=your tutor). It's now time to deliver the messages to him/her. Here are the names of the callers and their messages: 1- Jack Johnson: requesting an appointment, 2- Bob Dylan: wants to sell his sports car to your boss, 3- Nick Fury: inviting your boss to dinner. Give your boss these messages in your most business like way. You should also ask for his response to each caller.

4. Let's Talk

How do you take note of /remember phone messages?
In today's modern age of cellphones, should people still leave messages with the secretary? Why do you say so?
Have you ever forgotten to deliver an important phone message? Tell your tutor about it.

5. Today's photo

Describe the photo in your words as precisely as possible.



Image courtesy of Evgeni Dinev/ FreeDigitalPhotos.net