

A background image showing a business meeting. Two people are seated at a table, looking at tablets displaying bar and line charts. There are papers, a coffee cup, and a small potted plant on the table. The image is overlaid with a large orange and blue graphic.

NEW BUSINESS ENGLISH 4

Unit 2 Lesson 5

Taking and Leaving a Message



Review

Assume that you are a secretary and a client wants to speak to your boss over the phone.

Requirements:

- *Tell the caller to wait for a moment politely.*
- *Transfer the call to your boss.*



LEARNING GOALS

- ◆ Taking a Message
- ◆ Leaving a Message



Situational Dialogue

► Bruce is calling Gabby to ask for an update. Caleb takes the call.



Caleb Park



Bruce Fisher






Good afternoon.
This is Caleb speaking.

Hi, Caleb. This is Bruce.
I'd like to speak to Gabby.





I'm sorry, Mr. Fisher. Ms. Lopez is currently in a meeting. Would you like to leave a message?

Yes, please. I'm calling to ask for an update on the billboard. Could you please ask Gabby to call me back after the meeting?





Understood. I'll tell her later.
Is there anything else, Mr. Fisher?

That's all. Thanks!



Key Vocabulary

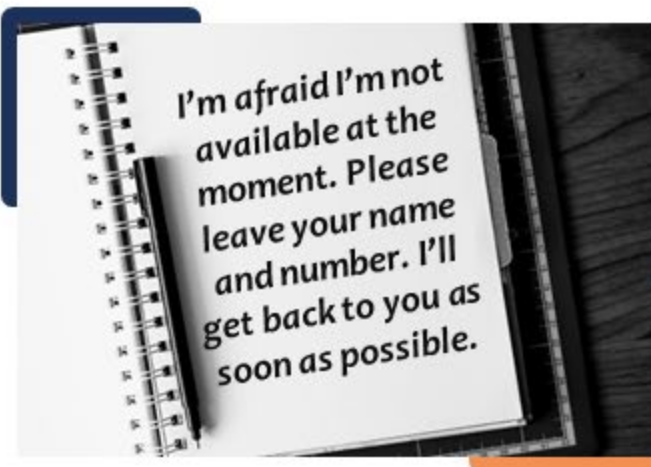
Learn the new words and answer the questions.



currently

(adv.) at the present time

e.g. They are **currently** having a meeting about the project.



message

(n.) a short piece of written or spoken information

e.g. I left a **message** on your notebook.



leave a message

(phr.v.) to leave information to someone you haven't been able to meet or talk to

e.g. I'm sorry, but he is not around today. Please **leave a message**.

Dialogue Review

Have a role play and answer the questions.



Bruce is calling Gabby to ask for an update. Caleb takes the call.

Caleb: Good afternoon. This is Caleb speaking.

Bruce: Hi, Caleb. This is Bruce. I'd like to speak to Gabby.

Caleb: I'm sorry, Mr. Fisher. Ms. Lopez is **currently** in a meeting.

Would you like to **leave a message**?

Bruce: Yes, please. I'm calling to ask for an update on the billboard.

Could you please ask Gabby to call me back after the meeting?

Caleb: Understood. I'll tell her later. Is there anything else, Mr. Fisher?

Bruce: That's all. Thanks!

Learning Goals

Let's check the learning goals!



Bruce is calling Gabby to ask for an update. Caleb takes the call.

Caleb: Good afternoon. This is Caleb speaking.

Bruce: Hi, Caleb. This is Bruce. I'd like to speak to Gabby.

Caleb: I'm sorry, Mr. Fisher. Ms. Lopez is currently in a meeting.

Would you like to leave a message?



1. Taking a Message

Bruce: Yes, please. I'm calling to ask for an update on the billboard.

Could you please ask Gabby to call me back after the meeting?

Caleb: Understood. I'll tell her later. Is there anything else, Mr. Fisher?

Bruce: That's all. Thanks!



2. Leaving a Message

Learning Goals

Learn the key expressions and sentence structures.

∴ Taking a Message

- Would you like to leave a message?
- Can/ Could/ May I take a message?
- Could you give/ tell me your name/ address/ number, please?
- I can take your message and let *(name of a person)* know about it later.

Example sentences:

- Could you tell me your name, please?
- I can take your message and let Mr. Reeves know about it later.

How do you take a message from a caller?

Learning Goals

Learn the key expressions and sentence structures.

∴ Leaving a Message

- **Could you please ask/ tell** *(name of a person)* **to...**
- **Would you mind telling/ asking** *(name of a person)* **to...**
- **Please tell/ ask** *(name of a person)* **that...**

Example sentences:

- Could you please ask Mr. Anderson to call me as soon as possible?
- Would you mind telling him to call me later?

How do you leave a message to someone?

Semi-open Dialogue

Please read the situation below and have a role play with your teacher.

Scenario: You are calling a client but he is not in the office. His co-worker takes the call.

Leave a message about tomorrow's appointment with your client.

∴ You can refer to the following key expressions:

- Could you please ask/ tell (name of a person) to...
- Would you mind telling/ asking (name of a person) to...
- Please tell/ask (name of a person) that...



⋮ How to Set a Business Voicemail Greeting

1. State your name, company name, and department name.
2. Let the caller know that you cannot take their call right now.
3. Invite them to leave a message.
4. Let the caller know when they can expect a callback.

Example:

Hi, this is Caleb Park of the Creative Department. Sorry that I can't take your call right now. Please leave a message after the beep. I'll call back as soon as possible. Thank you for calling.



Try to set your business voicemail greeting.

Overview

Keywords and expressions:

currently/ message/ leave a message

Would you like to leave a message?

Could you give/ tell me your name/ address/ number, please?

I can take your message and let... know about it later.

Could you please ask/ tell...

Would you mind telling/ asking...

Please tell/ ask... that...

