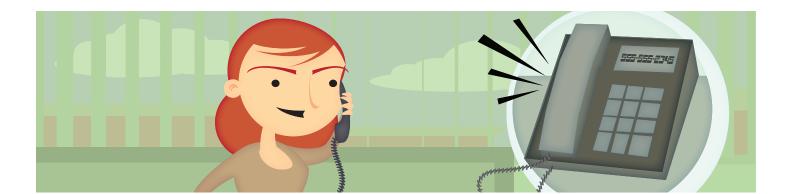
1





Leaving a Voice Mail

Pre-Reading

A. Warm-Up Questions

- 1. Have you ever had to leave a business message on voice mail?
- 2. What information should you leave when a receptionist answers the phone?
- 3. How long should the voice mail message be?
- 4. What information should be left in a voice message?
- 5. How long should it take for someone to call you back?

B. Vocabulary Preview

Match the words on the left with the correct meanings on the right.

 1.	in regard to	a)	by way of, by means of
 2.	via	b)	to (when writing a letter)
3.	taken by	c)	increasing
 4.	attention	d)	information to give to someone
 5.	urgent	e)	to agree
 6.	message	f)	written down by
 7.	combat	g)	concerning, about
 8.	rising	h)	a person who buys things
 9.	customer	i)	requiring immediate attention, important
 10.	settle	j)	to fight
 11.	voice mail	k)	a telephone message







Reading

There are two messages below. The first is a phone message that Lee is leaving with Mandy's administrative assistant. The second is Mandy's detailed voice mail message to Lee.

Practice reading the messages out loud with a partner. Underline any words or phrases you don't understand.

A. Phone Message

Attention: Mandy Noland From: Lee Timson

Company: River Education Books

✓ Telephoned✓ Please Phone Back□ Called for a Meeting□ Will Call Again

☐ Called to See You ☑ Urgent

Phone No.: 212-555-1234 Date: July 24, 2015

Message:

He's calling **in regard to** a supply order he placed **via** email. He'd like to discuss the prices for the disks and software. It is very important that he speak to you. Please call him back as soon as you can.

Taken By:

Fumi Carson, Administrative Assistant

B. Voice Mail Transcript

Hi, Lee. This is Mandy Noland from Main Supply Company. I got the message you left with my assistant, Fumi. I'm calling to discuss the price of the disks and software.

Our prices went up several weeks ago to **combat** the **rising** costs of shipping. River Education Books is a good **customer**, though, and I'd like to see if we can **settle** on a price.

Please call me back at 212-555-4321. Again, my number is 212-555-4321. I look forward to hearing from you soon. Goodbye.







Comprehension

- 1. Why did Lee call Mandy Noland?
- 2. What position does Fumi Carson hold with Main Supply Company?
- 3. According to Mandy, why did the prices of the supplies go up?
- 4. How should Lee reach Mandy?

Vocabulary Review

Complete the sentences using vocabulary from page 1. You may need to change the word forms.

1.	McDonald's has a lot of good Some people eat there every day!
2.	The price of oil is making everything more expensive.
3.	The prices on machinery have gone up in order to the increasing manufacturing costs.
4.	I had to negotiate for a better price on the car, but we finally on a good price.
5.	I left a for my wife telling her I would be staying late at the office.
6.	My boss said it was that I call one of my customers.
7.	When Tony returned to his desk, he found a message on his telephone.
8.	The supplier was calling the new catalog.
9.	I tried to reach the supplier email, but the message bounced back.
10.	My phone number was the administrative assistant, who promised to give it to her boss.



Leaving a Voice Mail

English at Work - Episode #6

Speaking

First, write your own voice mail transcript. Use at least four words or phrases from today's lesson. Next, practice saying it out loud, and then tell it to your partner. Your partner will fill in the phone message form based on what your voice mail says. Then switch roles. Use the form below to write down your partner's information.

A. Voice Mail Transcript	B. Phone Message Form		
	Attention:		
	From:		
	Company:		
	☐ Telephoned ☐ Plea☐ Called for a Meeting ☐ Will☐ Called to See You ☐ Urge	Call Again	
	Phone No.:		
	Date:		
	Message:		
	Taken By:		

Writing

Write a paragraph discussing what information you think needs to be included in a voice mail message. Also include your idea of how long a good voice mail message should be. Discuss any tips you would give someone who needs to leave a voice mail message for a business.







Listening

Fill in the blanks as you listen to the recordings.

A. Phone Message

From: Lee Timson	Mandy Noland
Company: River Educat	cion Books
✓ Telephoned	☑ Please Phone Bac
☐ Called for a Meeting	•
☐ Called to See You	⋖
Phone No.: 212-555-123	34
Date: July 24, 2015	
·	a cupply
He's calling	a supply
He's calling order he placed	
_	email.
order he placed	email. prices for the disks
order he placed He'd like to discuss the	email. prices for the disks important that he
order he placed He'd like to discuss the and software. It is very	email. prices for the disks important that he
order he placed He'd like to discuss the and software. It is very speak to you. Please cal	email. prices for the disks important that he

B. Voice Mail Transcript

Main Supply Company you left with my assist	Hi, Lee. This is Mandy Noland from Main Supply Company. I got the message you left with my assistant, Fumi. I'm calling to discuss the price of the disks and software.					
Our prices went up several weeks ago to the						
costs of shipping. Rive						
like to see if we can on a price.						
Please call me back at my number is 212-555 to hearing from you so	-4321. I look forward					