



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

- | | |
|--|---|
| <input checked="" type="checkbox"/> Telephoned | <input checked="" type="checkbox"/> Please Phone Back |
| <input type="checkbox"/> Called for a Meeting | <input type="checkbox"/> Will Call Again |
| <input type="checkbox"/> Called to See You | <input checked="" type="checkbox"/> 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.

Listening

Fill in the blanks as you listen to the recordings.

A. Phone Message

_____ : Mandy Noland

From: Lee Timson

Company: River Education Books

- | | |
|--|---|
| <input checked="" type="checkbox"/> Telephoned | <input checked="" type="checkbox"/> Please Phone Back |
| <input type="checkbox"/> Called for a Meeting | <input type="checkbox"/> Will Call Again |
| <input type="checkbox"/> Called to See You | <input checked="" type="checkbox"/> _____ |

Phone No.: 212-555-1234

Date: July 24, 2015

_____ :

He's calling _____ a supply order he placed _____ 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.

_____ :

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 _____ the _____

costs of shipping. River Education Books is a good _____, though, and I'd like to see if we can _____ 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.