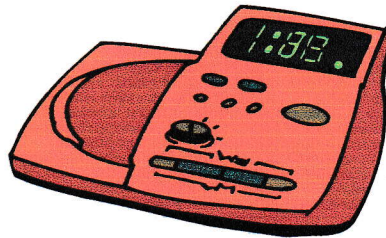


Spoken Practice

Telephone messages (unit 5)

1. **Brainstorming**: What do you need to leave as information in a message for someone to call you back (unit 5 Just for you)



2. **Grammar brush up**: the past simple –

- Look at the small conversation. Highlight the verbs in the simple past

Mrs Hughes : Did Mrs Krantz phone again

Receptionist : Yes, she phoned yesterday evening. I tried your extension but your secretary did not answer

Mrs Hughes : No she stopped work at five, her son's ill. If Mrs Krantz calls again ask her to write to me please

- Complete these charts with the past simple of to call

I		Last week
You	This morning
He	...not...	Yesterday
she		From Germany
We		About a job
They		

Why When Who	I ?
		You	
		She/he	
		we	
		they	

- Write the past form of these verbs
 - Live
 - Cry
 - Shop

3. Expressions – Vocabulary

Which of these expressions does a caller use ? which of these expressions does a receptionist /office manager use ?

- Would you like to leave a message ?
- Can I take a message ?
- Can I give her a message ?
- Can I leave a message ?
- Could you give him a message

Phrasebook

ANSWERING THE TELEPHONE

Can I help you ?

Honeysuckle, can I help you ?

Good morning, Sales department...

ASKING FOR SOMEONE

Can I speak to Mr Holden please

Could I speak to the manager please

I'd like to speak to Jane Spitfire

Is Peter Phillips there , please ?