**May I Take a Message Situations**

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| **SITUATION 1 Student A** |  | **SITUATION 1 Student B** |
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| Intro: It’s 10:00 a.m. You are a salesperson.You’re calling a customer because you have ameeting with her at 3:00 p.m. but you have aproblem. • You make the call. The secretaryanswers. Identify yourself and ask to speak toMs. Martin. (Use your own name.) • Ask thesecretary when he or she thinks Ms. Martin isgoing to be in the office. • Say yes to leaving amessage. Say that you can’t come in for themeeting at 3:00 p.m. Ask if you can come at4:00. • The secretary asks if you want Ms.Martin’s cell phone number. Say yes and writedown the number. Say good-bye and thankyou. | Intro: You work as a secretary for the ABC |
| Company. Your boss, Sally Martin, has a |
| meeting with a salesperson at 3:00 p.m. The |
| phone rings: Brnnng! Brnnng: • Answer the |
| phone and identify yourself and the company. |
| (Use your own name.) • Tell the salesperson |
| that Ms. Martin isn’t in the office right now. |
| Ask if you can take message. • Tell the |
| salesperson that she is coming in at about 1:00 |
| p.m. • Say that you’ll give her the message. |
| Ask if the salesperson would like to call her cell |
| phone. • Give caller Ms. Martin’s cell phone |
| number, 807-555-2398. |
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| **SITUATION 2 Student A** |  | **SITUATION 2 Student B** |
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| Intro: You are flying to visit your friend Richie | Intro: Your roommate’s friend is coming for a |
| in another city. You are at the airport. There is | visit. The phone rings: Brnnng! Brnnng! • |
| an announcement that your flight is going to be | Answer the phone. Say hello • Say that Richie |
| late. • Make the call. Your friend’s roommate | isn’t at home. He’s out shopping. Ask if the |
| answers the phone. Identify yourself and ask to | friend would like to leave a message. • Repeat |
| speak to Richie. (Use your own name.) • Say | the message to make sure you understand it. |
| yes to leaving a message. Say that you are at | Say that you’ll give Richie the message. Ask “Is |
| the airport and your flight is late. You’re going | Richie picking you up at the airport?” • Say OK. |
| to arrive at 8:00 p.m., not at 5:00. • Say that | Tell the friend to “have a good flight.” • Say |
| Richie isn’t picking you up. You’re going to take | good-bye. |
| a taxi to their house. • Say thank you and good- |  |  |
| bye. |  |  |