**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 a  meeting with her at 3:00 p.m. but you have a  problem. • You make the call. The secretary  answers. Identify yourself and ask to speak to  Ms. Martin. (Use your own name.) • Ask the  secretary when he or she thinks Ms. Martin is  going to be in the office. • Say yes to leaving a  message. Say that you can’t come in for the  meeting at 3:00 p.m. Ask if you can come at  4:00. • The secretary asks if you want Ms.  Martin’s cell phone number. Say yes and write  down the number. Say good-bye and thank  you. | | 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. | |  |  |