

CONVERSATION

- A:** Hello. Finance department.
B: Hello. Can I speak to Adrian Luther, please?
A: I'm afraid he's in a meeting at the moment.
Can I help you?
B: No, I need to talk to Mr. Luther, I think.
What time will he be out of the meeting?
A: In about an hour. Can you call back later?
B: Okay. I'll do that.
A: Or would you like to leave a message?
B: Actually, would you mind? Could you tell him that Jenny Caine called and that I'm in the office all day if he could call me back?
A: Can I take your number, please?
B: Yes. It's 586-2487.
A: 586-2487. Okay, I'll make sure he gets your message.
B: Thank you for your help, bye.
A: Goodbye.



USEFUL PHRASES

- Can I speak to?
- I'm afraid
- Can I help?
- Can you call back later?
- Would you like to leave a message?
- Can I take your number?
- I'll make sure he gets your message.



ACTIVITY

Finish the sentences by choosing the correct words and write them in the spaces provided below.

1. He's not in his office at the moment,

_____ ?
take / leave / would / message / you / to / like / I / a / please

2. She'll be back in the office this afternoon,

_____ ?
later / call / can / back / you / soon / message

3. Can I speak to Jane Wilkinson, please?

_____ .
she's / meeting / at / afraid / I'm / a / in / on

4. Could you ask him to ring me back, please? My number is 020 7558 4567.

_____ .
message / sure / I'll / OK / make / gets / he / your / on / an

PRACTICE

You are calling your doctor because you wanted to reschedule your appointment with him, but the doctor is not around. Leave a message to the secretary.