

Samples from our book:

Lesson 9: Phone Messages



LEVEL UP! TO SPEAKER

(7 min) Warm up activity

The alphabet game. Write all the letters of the alphabet on the board. Then choose a location (the mall, a crowded street or the zoo work best). Students take turns making a sentence that starts with the next letter in the alphabet. They should form a semi-logical conversation. This helps stretch our active vocabulary.

Student 1: Anyone have any ideas for food?

Student 2: Burgers?

Student 3: Can we eat something else? I hate beef.

(5 min) Review Previous Lesson

(15 min) Introduce Today's Theme

Motive: With variations in time zones, the courage to call and leave messages is a marketable skill. It is also one of the major differences in the business cultures of Belarus and the US. In the US, we text a lot and we leave lots of voicemails.

Voicemail Dos

Say "hello."

Your name, your company, your reason for calling and your number.

Then explain your desired follow up action, Say "thank you." and "good bye."

Voicemail Don'ts

Don't small talk

Don't give lots of details

Don't be doing something else at the same time!

Evaluate these messages and edit them as needed (taken from the site:

<http://www.englishgateway.com/ArticleVm.aspx?SectionID=c93161e92c754ee9b5a37e5ddb8dcda4&ArticleID=dd5b722bb28a458da27925afb4c20898>)

1. Hi. This message is for Mr. Miransky, grade 4 teacher. I'm calling to let you know that I can volunteer to accompany the kids on the field trip on March 2 to the Art Gallery. Please call me back to confirm the details. I'm not available Monday from 10 to about noon, Wednesday from 1 to 6, Thursday from 5 to 7

and won't be in Tuesday this week. Please give me a call as soon as possible as I'm on vacation starting next week.

2. Hi Anita. It's me. Can we get together sometime next week to go over the proposal? Can you have Bill be there too? Bill... can't remember his last name...that guy from upstairs, remember? Hope you have his number. Call me on my cell. Thanks, bye.

3. Hello. My name is Cathy Wong. It's Cathy with a C, not with a K. I was referred to you by your customer Andrew Potts. I'm interested in buying a house in the area and you seem to have a reputation of a knowledgeable real estate agent. I'd be happy to look at any house listings you might have at the moment... Just to mention, hard-wood floors and aluminum windows are important. The house must front south, be well maintained and have a two car garage. Plenty of closet space is required...And no neighbors with pets or musical instruments, please. I'll tell you more when we meet. Please give me a call as soon as you can. It's 905-845-0809. Thanks, bye.

4 Hi Jacob, this is Brad again from Speech Masters. I'm not sure if you got my first message so I am leaving one more. I have some questions regarding the financial data you sent me several days ago. Can you call me at 555-123-4567 when you get a chance? Thank you.

5 Hi Christy, this is Alice and I am returning your call. I'll be in the office for the next three hours, so feel free to call me back any time. Just in case you need it, my number is 555-234-5678.

6 John? This is Ben from Speech Masters. Edwards sent me to you. He said you could get me the numbers from the latest user survey. Can you prepare those numbers for me and send them to me at Ben.Hornback@SpeechMasters.com? You can call me at 239-763 2417 if you have any questions. Thanks!

(15 min) Interactive learning

1. You won't make the Skype meeting that starts in an hour because your son was injured at school and you need to go home early. Call your client and inform them of your cancellation.

Your message:

2. You are waiting to receive very important documents from a client. You have already called and left one voicemail 2 days ago. Call again and ask for the documents.

When you call again you hear the following message:

Hello. You've reached Grant Williams at Williams Programming. I'm either on the phone or away from my desk. Please leave me a message and I'll get back to you within the next business day. Thank you and have a nice day.

Your message:

3. Your client is awaiting some answers to a report you sent last week. Your client asked that you call him to discuss the report.

When you dial your client's office, you hear the following recording:

Hello. You've reached the desk of James Brooke. I am currently on vacation until Thursday the 15th. At the tone leave your name, phone number and the reason for the call.

Your message:

4 You are calling your client for the first time to discuss a problem with the existing software you are upgrading.

When you dial your client, you hear the following:

This is the voicemail of John Warmack. Leave a message at the beep.

Your message:

(10 min) Off Topic

iTalki.com for tutoring

(15 minute) Speaking partners

Think about your meetings this week. In pairs, leave 5 voicemails each for these meetings.

(10 minute) group time

Discuss the following ideas:

1. It's a good idea to spell out your name when you leave a message. Offering words for each letter of your name (e.g.: "My last name is Wang. W as in water, A as in apple, N as in Nancy, G as in Garry") helps avoid misspellings. _____
2. You should always speak as fast as you can when you leave a message. The mailbox space might be limited. _____
3. It's okay to engage in other activities, e.g.: eating, chewing or typing when you leave a message. The quality of the message won't be affected. _____
4. It's helpful to update your voicemail greeting at work every so often, especially before you go on business trips or vacations. _____
5. When leaving a message, you should specify the way and time that are best to contact you if you expect a call back. _____

(10 min) Preview next class and Assign Homework

Leave me 4 messages on Vocaroo.com.

A canceled meeting

A request for a details in a budget

A burning question about a project

Starting a project.

Tip of the Day

<http://www.businessenglishpod.com/2007/11/10/bep-72-int-telephoning-leaving-a-voicemail-message/>