

Listening to Voicemail Messages

Telephone Message Pad

Message for _____

Time: _____

Date: _____

Caller: _____

Company: _____

Tel. No: _____

Message details:

Call taken by: _____

Will call again

Please return call

Urgent

Task 1

Message taking practice.

Using the telephone message pad, record the following messages:

1. Call for Ms. Jane Mitchell, Assistant Manager, Financial Control Department from John Hartigan of Hartigan, Mulligan and Partners. He is cancelling a meeting scheduled for Tuesday 22 August. Ms. Mitchell is to call back to reschedule.
2. Call for Mr. Tom Dunne, Accounts department from Mark McCormack, Manager, Bank of Ireland, Eustace Street branch- confirming receipt of letter. No response needed.
3. Call for Ms. Aisling O'Neill from her husband to tell her he is unable to collect the children from school, as he has to attend a meeting. Urgent.

Task 2

Listening to voicemail

Listen to the recorded messages (on tape) and write down the details on the message pad.

Listen for the following:

- The name of the person for whom the message is intended.
- The name of the caller.
- The company where the caller works.
- The caller's telephone number.
- The details in the message.

Also record

- The time of the call.
- The date.
- Further action.
- If the message is urgent.
- Your name as message taker.