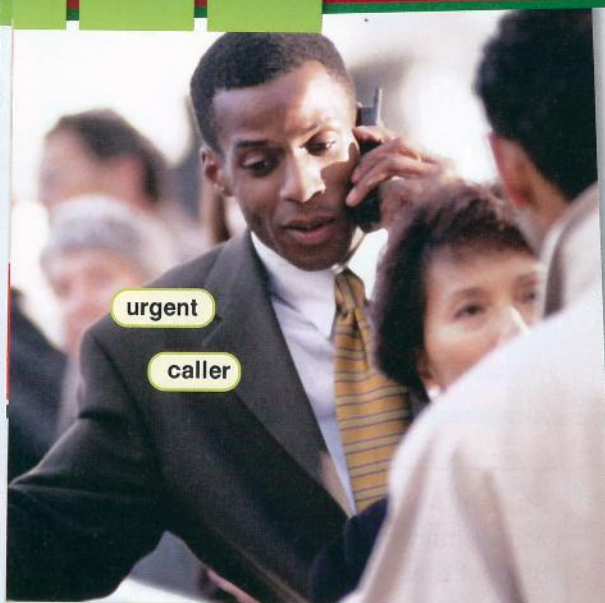


4 Telephone Interactions 2



urgent

caller

While You Were Out

Call for: Dan Keaton

Time of Call: 11:45

Caller: Mrs. Lawry

Regarding: Missing Contract

Priority: ☒ Urgent / Needs Immediate Attention☐ Regular Business / Needs response today☐ No Priority

Caller's Number: 555-876-9078

Caller would like: ☒ to leave a message☐ to call back later☒ you to return the call

Message:

Mrs. Lawry asks that you return her call **ASAP**. She never received the contract for the Jackson account. She cannot begin work until she has it.

While You Were Out

Call for: Dan Keaton

Time of Call: 12:30

Caller: Jerry Malone

Regarding: Conference Presentation

Priority: ☐ Urgent / Needs Immediate Attention☒ Regular Business / Needs response today☐ No Priority

Caller's Number: 555-903-6690

Caller would like: ☒ to leave a message☐ to call back later☒ you to return the call

Message:

Mr. Malone called to discuss the leadership conference next month. He wants to know if you accepted the invitation to be the keynote speaker. If so, he plans to attend. He'd like you to call back by the end of the day. He will be **unavailable** after 3:30, but his assistant can **take** a message.

Get ready!

1 Before you read the passage, talk about these questions.

- 1 What reasons might people have for leaving telephone messages at a business?
- 2 What are some important things to remember when taking a telephone message?

Reading

2 Read the call logs. Then, choose the correct answers.

- 1 Why does Mrs. Lawry need a response as soon as possible?
 - A She needs to make urgent changes to the Jackson account.
 - B She needs information from Mr. Keaton so she can begin work.
 - C Mr. Keaton has not explained the contract for the Jackson account.
 - D She never received Mr. Keaton's telephone message.
- 2 Why does Mr. Malone want Mr. Keaton to call him back?
 - A because he is unavailable after 3:30
 - B so he can invite him to be the keynote speaker at a conference
 - C to discuss his attendance at a leadership conference
 - D to explain why he is unavailable for the conference
- 3 Which of the following tasks is most urgent?
 - A calling Mr. Jackson about changes to his contract
 - B discussing the leadership conference with Mr. Malone
 - C leaving a message with Mr. Malone's assistant
 - D sending Mrs. Lawry the contract for the Jackson account

Vocabulary

3 Match the words (1-8) with the definitions (A-H).

- | | | |
|---------------|-----------------|-------------|
| 1 — ASAP | 4 — caller | 7 — message |
| 2 — call back | 5 — unavailable | 8 — take |
| 3 — call | 6 — urgent | |

- A a person communicating by phone
- B not being present or not able to answer
- C a recorded or written communication
- D to return a call or call again
- E as quickly as you are able
- F a telephone conversation
- G important and requiring immediate attention
- H to record a communication for another person

call logs