



Taking a message

伝言を承る

OBJECTIVES

- ⋮ To explain that someone is unavailable ⋮ To offer to take a message ⋮ To ask for a specific message ⋮
- ⋮ 今その人は応対できないと説明する ⋮ 伝言を承りましょうかと申し出る ⋮ 詳しい伝言を頼む ⋮

EXERCISE 1

Role-play : Teacher » Pedro / Student » Yolanda (Switch roles after you read the dialogue)
役割 (講師 » Pedro / 生徒 » Yolanda) にあわせて文章を読みましょう! ダイアログを読んだ後は役割を交代しましょう。

Yolanda Hello, I'd like to speak to Frieda Taylor, if she's available.

Pedro **Sorry, she's tied up at the moment.**
She's on a call that won't finish until noon. **May I take a message?**

Yolanda Yes, please tell her that Yolanda Phillips called.
We met at the seminar last week. I told her I'd call her to set up a meeting.

Pedro Yes, I understand.
What exactly would you like me to tell her, Ms. Phillips?

Yolanda Please tell her I'll be dropping by Richmond next week
and I'd like to get together with her. Would you ask her to call me back?
My number's 1-604-337-9980. Did you get that?

Pedro Yes, 1-604-337-9980. I'll give her the message. Thanks for your call.

EXERCISE 2 Fill in the blanks and read the dialogue.
空欄を埋めて、ダイアログを読みましょう!

Yolanda Hello, I'd like to _____ Frieda Taylor, if she's available.

Pedro Sorry, she's _____ at the moment.
She's on a call that won't finish until noon. _____ a message?

Yolanda Yes, please _____ that Yolanda Phillips _____.
We met at the seminar last week. I told her I'd call her to set up a meeting.

Pedro Yes, I understand.
_____ you like me to tell her, Ms. Phillips?

Yolanda Please tell her I'll be dropping by Richmond next week,
and I'd _____ to _____ with her. Would you ask her to _____ ?
My number's 1-604-337-9980. Did you _____ ?

Pedro Yes, 1-604-337-9980. I'll give her the message. Thanks for your call.

FOLLOW UP QUESTIONS | 関連情報

Question 1

» What will happen at noon?

Answer 1

- a. The seminar will start.
- b. Frieda Taylor will finish her call.
- c. The meeting will end.
- d. Yolanda will arrive.

Question 2

» What does Yolanda want Frieda Taylor to do?

Answer 2

- a. Organize an event
- b. Take a business trip
- c. Give her a call
- d. Teach a workshop

EXERCISE 3

Practice speaking using the following scenarios.
それぞれの状況に沿って、スピーキングを練習しましょう!

Talk 1

Franco Harris from Pitt Steel (your teacher) calls your office.
He wants to talk to Mrs. Kwan, your boss, but she is in a meeting until 3:00.
Explain this to Mr. Harris and offer to take a message.

Talk 2

Nora Teller (your teacher) calls your office to speak to your coworker, Boris.
He is talking to someone else on the telephone now.
Offer to take a message.

Talk 3

Your teacher calls to set up a meeting with your coworker, Pauline.
Pauline is out of the office now.
Take a message for Pauline. Ask the caller to be specific.

WORDS & PHRASES | 単・熟語表現の紹介

» speak to / ~と話す » tied up / 手が離せない » on a call / 電話中だ » get together with / ~と集まる、~に会う
» set up / 設定する » drop by / 立ち寄る » get that / (今言ったことが) わかる » touch base / 連絡をとる

HOMEWORK

Writing 1

A customer called for your co-worker, Sandy.
She wants to arrange a meeting next week.
She gave three options for meeting times: Monday afternoon, Tuesday at any time,
or Wednesday morning. Write a note to Sandy and give her this information.

Writing 2

Your boss, Mrs. Amini, called you this morning, but you were in a meeting.
Write an e-mail to her.
Explain why you couldn't answer her call and suggest calling again after 4:30.