



Unit 13

Telephone Message



รูปภาพ 13.1: [http:// web2.uvcs. Ca/elc/sample/ beginner/nt/wt – 33htm.](http://web2.uvcs.ca/elc/sample/beginner/nt/wt-33.htm)

Unit 13

Telephone Messages

สาระสำคัญ

ในการรับโทรศัพท์แทนผู้อื่น จะต้องมีการฝึกฝนทักษะการบันทึกข้อความที่ผู้โทรเข้ามาฝากข้อความไว้ เช่นการจดชื่อของผู้ฝากข้อความ วัน เวลาที่รับโทรศัพท์ ข้อความที่รับฝากควรให้ชัดเจน และกระชับว่าบุคคลนั้นได้ฝากอะไรไว้บ้าง และลงชื่อผู้รับฝากข้อความนั้น

จุดประสงค์การเรียนรู้

ความรู้

1. ฟังและสรุปใจความของการสนทนาทางโทรศัพท์ที่ได้
2. เลือกใช้คำศัพท์ สำนวน ในการฝากและรับฝากข้อความทางโทรศัพท์
3. พูดยสอบถามข้อมูลและเขียนข้อมูลที่จำเป็นในการรับฝากข้อความทาง โทรศัพท์

ทักษะ

4. ฟังและระบุข้อมูลที่จำเป็นในการสนทนาเพื่อฝากและรับข้อความทาง โทรศัพท์ได้ถูกต้อง
5. เขียนข้อความที่รับฝากได้
6. แสดงบทบาทของการพูดโต้ตอบและเขียนข้อมูลเพื่อสื่อสารทาง โทรศัพท์ได้ตามสถานการณ์

ที่กำหนด

คุณธรรม

7. เสริมสร้าง **ความพยายาม** ในการฝึกโต้ตอบและเขียนข้อความภาษาอังกฤษในการฝาก

ข้อความทางโทรศัพท์

เนื้อหาสาระ

1. Language Focus

- 1.1 Instructions for writing messages
- 1.2 Telephone Messages
- 1.3 Be Back Soon Notes:
- 1.4 Object pronouns

2. Worksheet

2.1 ใบงานที่ 13.1 Warm up ฝึกทักษะการเขียน Telephone Messages โดยเลือกข้อความเดิมตามหัวข้อที่กำหนดให้ให้ได้ใจความ

2.2 ใบงานที่ 13.2 Listening and Speaking ฝึกทักษะการฟังบทสนทนาทางโทรศัพท์จับใจความสำคัญ แล้วเติมคำในช่องว่างให้สมบูรณ์ด้วยคำที่กำหนดให้และนำ Conversation ที่สมบูรณ์มาทำการฝึกการพูดโต้ตอบกันเป็นคู่ๆ

2.3 ใบงานที่ 13.3 Reading ฝึกทักษะการอ่านทำความเข้าใจบทสนทนาแล้วเลือกคำตอบที่ถูกต้องตามเนื้อหาของบทสนทนาที่อ่าน

2.4 ใบงานที่ 13.4 Writing ฝึกทักษะการเขียน โดยการวิเคราะห์เนื้อหาของบทสนทนาแล้วนำเอาข้อมูลที่ได้มาเขียนคำตอบลงในหัวข้อที่กำหนด และนำคำมาเรียงให้เป็นประโยคที่ได้ใจความ

2.5 ใบงานที่ 13.5 Writing: ทักษะการเขียน Telephone message จากบทสนทนาที่อ่าน

1. Language Focus:

1.1 Instructions for writing messages: On a clean sheet or new file include:

- 1.1.1 Requestor
- 1.1.2 What is requested?
- 1.1.3 Verification
- 1.1.4 Special Information
- 1.1.5 Contact information

1.2 Telephone Messages

1.2.1 Format: There is no particular format for taking telephone messages. Some business use blank note pads for the messages. Other designs their own formats.

1.2.2 Important points: Besides the message itself. These important points should be included in your formats. 1. Name of caller 2. Date and time of calling


3. Phone numbers of callers 4. Person who takes message

Example:

Telephone Message	
Date: December 25	Time: 3.00 p.m.
Telephone call for Mr. Gary Gellelr	
Caller's name. Miss Mary Smith	
Caller's number 02-547-6986	
Messages The meeting on Friday is postpone to next Monday.	
Taken by Usa	

Example:

1.3 Be Back Soon Notes:

 Give one note to the roommate. When people ask for the person, the roommate will convey the information in the note to the caller.

Example:

I'm going down town to have lunch. Be back at 4.00.
- Frieds

I'm going to the college to talk to my professor.
Be back at 2.00.
- Tomoko

Practice

Conversation

Answering machine: Hi. This is Jennifer, and this is Nicole. We can't come to the phone right now.

Please leave us a message, and

Nicole: Hello?

Michael: Hi. Nicole? It's Michael. Is Jennifer there?

Nicole: Oh, hi, Michael. She isn't in. Can she call you later?

Michael: Yeah, thanks. Please ask her to call me tomorrow.

Nicole: Sure. Just give me the number.

Michael: It's 555 – 0367.

Nicole: 555 – 0367. OK.

Michael: Thanks a lot, Nicole.

September		September	
Monday 15		Thursday 18	
10:00 Mr. Bonetti		9:00-4:30 Training course	
12:30 Lunch with Jack Gabel			
Tuesday 16		Friday 19	
10:00-11:30 Sales meeting		3:00 Ms. Van Ek	
3:30 Ms. Kim			
Wednesday 17		Saturday 20	Sunday 21
3:30 Publicity meeting			

1.4 Object pronouns

Pronouns	Object pronouns
I	me
You	your
he	him
she	her
it	it
we	us
they	them

Example:

- Just give **me** the number.
- Send the news to **you** as soon as possible.
- Please tell **him** to call back.
- Give **her** a call later.
- I don't have **it**.
- I would like to speak **us** now.
- Can she call **you** later?
- I saw **them** to use their telephone.

Helpful Tip:

Be sure to repeat the caller's name, number, and message before you hang up to confirm that you have the correct information.



ใบความรู้ที่ 13

Leaving a message Sometimes there may not be anyone to answer the phone and you will need to leave a message. Follow this outline to make sure that the person who should receive your message has all the information he / she needs.

1. Introduction: Hello, this is Ken or Hello. My name is Ken Beare.
2. State the time of day and your reason for calling:
 - It's ten in the morning.
 - I'm phoning (calling, ringing) to find out if.../ to see f.../to let you know that.../ to tell you that.....
3. Make a request:
 - Could you call (ring, telephone) me back? - Would you mind.....?
4. Leave your telephone number:
 - My number is..... - You can reach me at..... - Call me at.....
5. Finish:
 - Thanks a lot, bye. - I'll talk to you alter, bye.

Here's an example of message:

Telephone: (ring...ring...ring) Hello this is Tom. I'm afraid I'm not in at the moment. Please leave a message after the beep .(beep)

Ken: Hello Tom, this is Ken. It's about noon and I'm calling to see if you would like to go to the movie on Friday. Could you call me back? You can reach me at 02-245-6835 until five this afternoon. I'll talk to you later, bye.

- As you can see, leaving a message is pretty simple. You only need to make sure that you have stated all the most important information: your name, the time, the reason for calling, your telephone number

● **Writing Tips: Telephone Message**

1. Write the name of the person the caller wanted to talk to.
2. Write the name of the caller.
3. Write the details about the call.
4. Write your name.

ใบงานที่ 13.1

Warm up

Exercise 1: Look at the telephone message form and fill in with the of information given.

Many people who work in offices must answer the telephone for other people. This form shows what kind of information you must write in the message.

Telephone Message

Date (1)

Time (2)

To (3)

From (4)

Telephone #..... (5)

(6)	<input checked="" type="checkbox"/>	(7)	<input checked="" type="checkbox"/>
Called to see you	<input type="checkbox"/>	Will call again	<input type="checkbox"/>
Wants to see you	<input type="checkbox"/>	Returned your call	<input type="checkbox"/>

Message:(8)

.....(9)

Received by:(10)

Answer:

- | | |
|---------|---------|
| 1. | 2..... |
| 3. | 4..... |
| 5. | 5..... |
| 7. | 7..... |
| 9. | 10..... |

02-547-6358	Bob Williams	Janet Climes	14/09/07	Marry
Telephoned	please call	10.45		
She wants to know		what time the meeting starts.		

ใบงานที่ 13.2

Listening & Speaking

Exercise 2: Listen to a telephone conversation between Claire and Female. And fill with the appropriate words.

number take make message May
Goodbye! tell back he's Can I help

Claire: Hello, finance department.

Female: Hello, (1)..... I speak to Adrian Hopwood, please?

Claire: I' m afraid (2).....n a meeting at the moment. (3).....?

Female: No I need to talk to Mr. Hopwood, I think. What time will he be out of the meeting?

Claire: In about an hour. Can you call (4)..... later?

Female: Okay, I'll do that.

Claire: Or can I (5)..... a message?

Female: Actually, would you mind? Could you (6)..... him that Jennifer Mc Andrews called and that I'm in the office all day if he could call me back?

Claire: Can I take your (7)..... please?

Female: Yes, it is 5556872.

Claire: 5556872. Okay, I'll (8)..... sure he gets the (9).....

Female: Thanks very much for your help, bye!

Claire: (10).....!



รูปภาพ13.2: Picture Dictionary (OXFORD)

ใบงานที่ 13.3

Reading

Exercise 3 Read two conversations and answer the questions below.

Conversation 1

Michelle: Hello, you've reached the marketing department. How can I help?

Male: Yes can I speak to Rosalind Willson, please?

Michelle: Who's calling please?

Male: It's Richard Davis here.

Michelle: Certainly. Please hold and I'll put you through.

Male: Thank you.

Conversation 2

Michelle: Hello, marketing. How can I help?

Male: Could I speak to Jason Roberts please?

Michelle: Certainly. Who shall I say is calling?

Male: My name's Mike Andrews.

Michelle: Just a second – I'll see if he's in. Hello, Jason. OK I'm just putting you through

1. When you telephone a company the person answering the phone may ask you a question. Which is the correct question?

- a) Who's calling please? b) Who calls? c) Who it is? d) Who called?

2. Which phrase means the same as 'hang on a moment'?

- a) Just a second b) I'll put you on c) Go ahead d) I'm ready

3. Choose the correct word: "Please and I'll put you through.

- a) stop b) stay c) talk d) hold

4. What is the expression used to connect two people on the telephone?

- a) I'm sending you through. b) I'm putting you through.
c) I'm calling you through. d) I'm talking you through.

5. What question the person answering may ask to offer some help?

- a) How can I help you? b) I'm putting you through.
c) Just a second. d) Who's calling?

ใบงานที่ 13.4

Writing

Exercise 5: Now that you've finished calling all of your friends go back to your home and retrieve the messages that your friends left for you. Use the conversation as a guide.

A: Hello.

B: Hello. Is John there please?

A: No, he's not here right now.

B: This is (1) Mark, John's classmate from university.

A: Oh. Hi, Mark.

B: Do you happen to know where he went?

A: He said he was (3) going (2) downtown to do some (3) shopping.

B: Do you know when he'll be back?

A: He told me he would be back by (4) 4 o'clock. Can I take a message?

B: Yes. Please tell him there's a party tonight. And could you tell him to call me when he gets in?

A: Sure. Does he know how to get a hold of you?

B: I'm at Harold's Department Store right now. My number is 250 – 684 – 3234

A: I'll right. I'll tell him you called.

B: Thanks a lot. Bye.

Message while you were out: Fill in the table with the underlined information.

Name	Location	Activity	Expected Return Time
(1)	(2)	(3)	(4)

Rewrite the words into the correct sentences.

5. take / can / your/ message / I / a / please? /

.....

6. later? / call / can / back / you

.....

7. meeting. / afraid / I'm / she's / in

.....

8. message. / I'll / sure / make / OK / gets / he / the

.....

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


.....

10. I / please? / Can / Mr. June / to / Wilkinson / speak

.....

WRITING TIPS
Telephone Message Form

Many people who work in offices must answer the telephone for other people. This form shows what kind of information you must write in the message.



MESSAGE

Date 12/09/02
Time 10:45
To Bob Williams
From Janez Cooms
Telephone # (250) 479-1234

Telephoned	<input checked="" type="checkbox"/>	Please call	<input checked="" type="checkbox"/>
Called to see you		Will call again	
Wants to see you		Returned your call	

Message She wants to know what time you are meeting her at the restaurant.
Rec'd By: Muriel

Write the name of the person the caller wanted to talk to here.

Write the name of the caller here.

Write the details about the call here.

Write your name here.

รูปภาพ 13.3 : ภาษาอังกฤษสถานประกอบการ ฉลวย ม่วงพรวน หน้า 72

ใบงานที่ 13.5

Writing

Exercise 6 Read the telephone conversation and write the message for the person wanted on the phone.

- A: Amarin Hotel. Can I help you?
B: I'd like to speak to Mr. John Young, please. He's in room 548.
A: I'm sorry, there's no answer from room 548. May I take a message?
A: Yes, please. My name is Suda. Please tell Mr. Young that the seminar on Friday at 9.30 a.m. is cancelled. He should come to the office on Monday at 3.00 p.m. instead.
B: Right, I've got that. I'll make sure he got this message.
A: Thank you.

Telephone Message

Date:.....Time.....

For.....

From.....

Message.....

.....

Taken by.....

I'm going down town to have lunch. Be back at 4.00.
- Frieda

I'm going to the college to talk to my professor.
Be back at 2.00.

Messages

Please call back the number 555 - 0367 to Mr. Michale

- Nicole.

แบบทดสอบประจำหน่วยที่ 13

Choose the best answer.

1. Hello. Could you me through to Mr. Herman, please?
a) carry b) take c) bring d) put
2. If Sandy's not there, can I a message, please?
a) leave b) give c) take d) make
3. I'm sorry. Mr. Herman can't get to the phone right now. He's a bit Can he call you back?
a) help up b) stuck up c) worked up d) tied up
4. I'm afraid I can't give you an answer today. I'll give you a..... first thing tomorrow with our decision.
a) phone b) call back
c) ring d) contact
5. What is the expression used reply as your receptionist for taking a message?
a) Can I take a seat? b) Can I have breakfast? c) Can I take a message? d) Can I have lunch?
6. What is the useful phrase in telephone messages?
a) OK, I'll make sure he gets the message. b) OK. I' m sure.
c) OK, it is all right. d) OK. Good bye.
7. As soon as I realized the caller was a salesman, trying to sell me.....
a) to b) with
c) on d) from
8. Yes, Ms Drummond is expecting your call, if you'll just a second, I'll put you through.
a) take b) wait
c) see d) call
9. What should you say to reply the telephone? "He's not in his office at the moment."
a) Can I use a computer, please? b) Can I take a message, please?
c) Can I swim, please? d) Can I get a taxi, please?
10. What is the instruction for writing messages?
a) Special information b) Personal information
c) Educational information d) Healthy information

Answer

Exercise 1

1. 02-547-6358
2. 10.45
3. Bob Williams
4. Janet Climes
5. 14/09/07
6. Telephoned
7. Please call
8. She wants to know
9. what time the meeting starts.
10. Marry

Exercise 2: Typescript: *Can I take a message?*

Claire: Hello, finance department.

Female: Hello, **May** I speak to Adrian Hopwood, please?

Claire: I'm afraid **he's** in a meeting at the moment. **Can I help?**

Female: No I need to talk to Mr. Hopwood, I think. What time will he be out of the meeting?

Claire: In about an hour. Can you call **back** later?

Female: Okay, I'll do that.

Claire: Or can I **take** a message?

Female: Actually, would you mind? Could you **tell** him that Jennifer Mc Andrews called and that I'm in the office all day if he could call me back?

Claire: Can I take your **number**, please?

Female: Yes, it is 5556872.

Claire: 5556872. Okay, I'll **make** sure he gets the **message**.

Female: Thanks very much for your help, bye!

Claire: **Goodbye!**

Exercise 3

1. A
2. A
3. D
4. B
5. A

Exercise 4

1. Mark
2. Downtown
3. Go shopping
4. 4 o'clock
5. Can I take your message, please?
6. Can you call back later?
7. I'm afraid she's in the meeting.
8. OK. I'll make sure he gets a message.
9. He's not in his office at the moment.
10. Can I speak to Mr. June Wilkinson please?

เฉลยแบบทดสอบประจำหน่วย

1. A
2. A
3. D
4. C
5. C
6. A
7. C
8. B
9. B10 A

