Lesson 8

TELEPHONE MESSAGES

You are home alone. The phone rings. The call is not for you. What do you do? You take a message.

It's a good idea to keep a pad and pencil by the phone. Then you can jot down information as the caller talks. You should be sure to get the caller's name and phone number and the purpose of the call. After you hang up, write a clear message to whomever the call was for.

Example

Carlos is at home. A call comes in for his sister, Lola. Lola is out. The caller is a classmate named Don Gantz. Don wants to know if Lola can help him with the math homework. He asks that she call him at 781-1989.

Carlos jots down the important information as Don talks. Then he copies the information neatly in a clear message. Here are his notes and the message he wrote:

Don Gantz
Math homework
781-1989

Date and Time: October 17 4:30 p.m.

Message:
Lola,
Don Gantz called. He'd like help with math homework.
Please call him at 781-1989.

Signature: Carlos

Your Turn

You are at work. You take a call for Sandy from her father. His car broke down. He wants Sandy to call him at 347-2834 as soon as possible.

Write a short message to Sandy. Tell her who called and what the caller wants.

(date and time)

(greeting)

(message)

(signature)

You are baby-sitting Mrs. King's child. Mark Ho from Sperry Shades calls. He wants to deliver the shades Mrs. King ordered. He says Mrs. King should call him at 583-2483.

Write a message to Mrs. King. Tell her who called and what the caller wants.

(date and time)

(greeting)

(message)

(signature)

Check Your Work

- Do both your messages start off with the date and time they were written? ☐ Yes
- Do both your messages tell who called, what the caller wants, and the number to call back? ☐ Yes
- Did you sign your name at the bottom of each message? ☐ Yes