

## **Tapescript PSW 2.3 Telephone messages**

1.     A: Good morning. Can I help you?  
       B: Yes, I'd like to speak to Mary Ho.  
       A: I'm afraid she's on sick leave today.  
       B: Oh dear. It's very urgent.  
       A: Well, I can take a message. She should be back tomorrow.  
       A: Alright. Please tell her that the flight time has been changed to 22.30. The flight number is the same, BX 28 but the flight is leaving half an hour earlier.  
       B: Flight time changed - 22.30 - flight number BX 28 - unchanged. I see, yes I've got that. Who shall I say called?  
       A: Ceci Chan from BX. My telephone number is 27474001.  
       B: Thank you.  
       A: Thank you. Goodbye.
  
2.     A: Hello. Can I help you?  
       B: Hello. Yes, can I speak to Bob, please?  
       A: Bob? Can you give me his full name?  
       B: Bob Brown. He works in accounts - I think.  
       A: Let me see - Bob Brown - yes. I'll put you through. (pause) I'm sorry. There's no answer. Can I take a message?  
       B: Mmm - yes - OK - tell him that I'm not going to the exhibition after all. I'll see him at the meeting on Wednesday at 10.30.  
       A: Could I have your name, please?  
       B: Oh - yes - Carol Disraeli.  
       A: How do you spell that?  
       B: C-A-R-O-L, D-I-S-R-A-E-L-I.  
       A: Thank you. I'll read the message back to you. Carol Disraeli will see you at 10.30 at the meeting on Wednesday. She is not going to the exhibition.  
       B: Fine, thanks. Oh and could you ask him to call me on 28531770?  
       A: 28531770. Yes, certainly.  
       A: Thank you.  
       B: Thank you.

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3.     A: Good morning. Canterbury Imports.  
       B: I'd like to speak to the sales department manager.  
       A: One moment. (pause) I'm afraid the line's busy. Can you hold? Or do you want to call back?  
       B: No, I'm leaving for China in ten minutes. Can you take a message?  
       A: Yes, of course. One moment.  
       B: Please tell Mr. Ling that Alan Ng phoned and that I'll call again on Thursday. It's about the invoice for the frozen lobsters.  
       A: Alan Ng phoned - invoice for frozen lobsters. Do you have a contact number?  
       B: No, don't worry - I'll call again on Thursday. Thanks.  
       A: Thank you. Goodbye.