

Lesson #3B

Tips for Writing a Message from a Phone Call

10

When you hang up, read over your message one last time to make sure it makes sense and that all facts are included.

1

If you do not have paper and pencil handy when a phone call comes, ask the caller to wait while you get something to write with and on.

2

Include the name of the person receiving the message.

9

Either read the message to the caller or orally summarize what you wrote. The caller can then tell you if your message is written correctly.

3

Include the name of the caller. It is an important part of the message.

8

Sign your name at the end of the note.

4

Find out and write whether or not the caller needs to return the phone call.

7

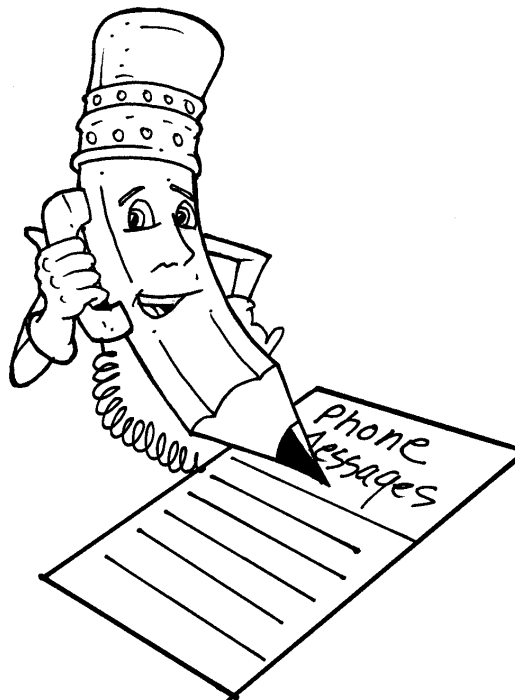
Ask the caller to repeat any information that you missed when trying to write down the message. Ask questions if necessary.

5

Ask for and write the caller's phone number even if a return phone call is not needed.

6

Decide whether the message needs to be written word for word or if it is OK to summarize.



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Sample Phone Message

Directions: Read through the sample phone message below. Use the tips on page 33 to identify or explain the different parts of the sample. Write a tip number in each answer box. Tips may be used more than once.

Script of 2:00 p.m. Phone Call

James: Hello

Clarence: Is Carrie there?

James: No, she isn't. Could I take a message?

Clarence: Yes, please tell her that I will be arriving at 6:00.

James: Just a minute, let me get a pencil.....OK, I'm ready. Now, you are Clarence and you said to tell Carrie that you will be arriving at 6:00, right?

Clarence: Yes, I was going to get there at 5:30, but I have been delayed.

James: Could I please have your phone number?

Clarence: Sure, but she doesn't need to call me back. My phone number is 555-4888.

James: I'll give her the message.

Clarence: Thanks. Good-bye.

James: Good-bye.

2:00 p.m.

Carrie,

Clarence called. He said to tell you that he is going to get here at 6:00 instead of at 5:30 because he has been delayed. His phone number is 555-4888, but he says you do not need to call.

James

