

Claire: Hello, finance department

Female: Hello, **can 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 McAndrews 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's 5556872.

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

Female: Thanks very much for your help, bye!

Claire: Goodbye!

<https://www.bbc.co.uk/worldservice/learningenglish/business/talkingbusiness/unit1telephone/2messages.shtml>

Jane: Hello, this is the sales department. Jane Solomon speaking.

Peter: Hello, is Maria Fernandez there, please?

Jane: No, I'm sorry. She's not in the office at the moment. She's on her lunch break.

Peter: Oh. Could you take a message, please? Could you tell her that Peter Griffin called?

Jane: Sure. Could you give me your number?

Peter: It's 0-7-4-6-0 double 9-0-1 double 8.

Jane: Thanks. That's 0-7-4-6-0 2-9-0-1-2-8.

Peter: Sorry, no. It's 0-7-4-6-0 9-9-0-1-8-8.

Jane: 9-9-0-1-8-8.

Peter: Yes. Please ask her to call me back, and tell her it's about the PXO project. I need the new project figures.

Jane: The PXO project. Right. I'll give her your message when she comes back to the office.

Peter: Thank you. In case I'm in a meeting when she calls back, can I give you my email address too?

Jane: Of course.

Peter: Great. It's P-E-T-E-R dot G-R-I-F-F-I-N at F-R-E-S-H dot com.

Jane: Can I read that back to you?

Peter: Sure.

Jane: That's P-E-T-E-R dot G-R-I-F-F-I-N at F-R-E-S-H dot com.

Peter: Yes, that's it.

Jane: OK. I'll tell her you called.

Peter: Thank you. Goodbye.

Jane: Goodbye.

<https://learnenglish.britishcouncil.org/skills/listening/a2-listening/leaving-message>

A: "Hello, ABC Company."

B: "Hi, this is Janet from Consult R Us. May I speak with Alex please?"

A: "He's in a meeting right now. Would you like to leave a message?"

B: "Yes. Can you have Alex call me back when he is available? My name again is Janet, and he can reach me at 555-987-6543."

A: "It's Janet at 555-987-6543. Can I tell him what this is regarding?"

B: "He sent over a fax, and the last page didn't print out. I will need for him to resend the fax to me."

A: "I'll let him know."

B: "Thank you."

A: "Thank you for calling ABC."

B: "Good bye."

A: "Bye."