Lesson 2: Over the Phone

1. Fill in the telephone message below from the conversation held on Sunday 12th May 20-- at 10:45 am.

Telephonist : Good morning, Al Zamil Stationeries.

Caller : Good morning, may I talk to your Sales Manager Mr. Saleh Rashid.

Telephonist : I am sorry to inform you that Mr. Rashid is currently at a staff meeting and he asked me to take messages for him.

Caller : Oh yes, but this is rather urgent, please pass to him that Mr. Khalil Ahmed from Ministry of Education called to enquire about urgent supplies of 100 reams of A4 papers by earliest tomorrow morning.

Telephonist : Yes sir, of course but I shall need your direct number for immediate contact.

Caller : Yes, it is 17253522 – ext. 303 and please let him call me back for confirmation. Thank you for your co-operation.

Telephonist : (Marwa Moh'd) Thank you sir.

Important Message

To / For : .....

Date : ..... Time: ..... A.M /P.M

M .....

Of / From : .....

Phone No: .....

Telephoned	☐	Please call	☐
Called to see you	☐	Will call again	☐
Returned your call	☐	Urgent	☐

Message .....

.....

.....

.....

Signature: ☐

2. Read the following message carefully and answer the questions given below by Tick (✓) for True and (✗) for False:

Important Message

To / For : .....A. Rahman Rashid.....

Date : 12/5/20-- Time: 9:30 (A.M) / P.M

M r. Hamad Abdulla.....

Of / From : ..... Bahrain Trading Company .....

Phone No: .....17887654 , 39877654 .....

TELEPHONED	☑	PLEASE CALL	☑
CAME TO SEE YOU	☐	WILL CALL AGAIN	☐
WANTS TO SEE YOU	☐	RUSH	☐
RETURNED YOUR CALL	☐	SPECIAL ATTENTION	☑

Message

Please note that our meeting on 23/1/2017 has cancelled. Please call me on my mobile as soon as possible to arrange for another date.

Signature: Sara Ebrahim

1. ( ) Mr. Hamad called because he wanted to talk to. Mr. A. Rahman
2. ( ) The new meeting will be held on 23rd Jan.20--.
3. ( ) Sara Ebrahim works as a Secretary.
4. ( ) Mr. Hamad Abdulla works for Bahrain Trading Company.
5. ( ) This telephone call was not important to Mr. A. Rahman Rashid.
6. ( ) Mr. A. Rahman Rashid will be called again by Mr. Hamad Abdulla.
7. ( ) Sara Ebrahim must send this message to Bahrain Trading Company as soon as possible.
8. ( ) This message was received at 9:30 a.m.
9. ( ) If you were in Sara's place, you would decide the new date and time of the meeting.
10. ( ) Mr. Hamad Abdulla can be called on 17887654 and 39877654.

3. **The following is a summary of a telephone call took place today (08:15 am) between Miss Mona Ahmad (Secretary) and Mr. Salman Khaleel from ABC Company.**

"Mr. Salman left a message for Mr. Isa Ali in the Accounts Department informing him that the cheque No. 74621 sent to him yesterday as the goods received were found badly damaged and some were of the wrong size. He is very angry about this and wants Mr. Isa to call him back immediately when he comes later on the number 17771751 extension 326".

For _____ **Urgent** ☐

Date _____ Time _____

While You Were Out

M _____

Of _____

Phone _____

AREA CODE NUMBER EXTENSION

Telephoned	☐	Please call	☐
Came to see you	☐	Returned your call	☐
Will call again	☐	Wants to see you	☐

Message _____

Signed _____