

BUSINESS OCCUPATIONS—Telephone Communications

NAME _____ SCORE _____/12 points

What's Missing in This Message? Directions: The information below was recorded on telephone message forms. Each message is incomplete. In the space provided, indicate the item or items that are missing.

1. Message for Jeff King Missing:
 Creative Marketing, Inc. called
 Please return the phone call
 February 27, 2013 at 12:16 p.m.
 P.T.

2. Jill Parrish called Missing:
 555-6848
 Please call him
 September 1

3. Message for Mary Hanson Missing:
 Holly Rusch called from Coffee Beans Express
 (822) 555-0959
 Please call her regarding a delay in shipping
 Susan

Exercise 5: Take a Message

You: Hello, Cambell-Lacoste Advertising this is Brittany speaking. How may I help you?

Caller: This is Harold Smith from Fishing and Game Magazine. I would like to speak to Ms. Lacoste.

You: I'm sorry, but Ms. Lacoste is unavailable at the moment. Would you like to leave a message for him?

Caller: Yes, I'm calling in about the ad placement for the June edition of Fishing and Game. We do not have enough the "What's New" section, otherwise if they still want the "Great Fishing Sites" section we will need to cut the ad to one page.

You: I understand. Is there a deadline for when she would need to let you know.

Caller: Yes, the publication needs to go to print next week. I need her to let me know by the end of the day on Friday, if not before.

You: May I have your phone number, Mr. Smith, so that Ms. Lacoste can get back to you?

Caller: Yes, my number is (312) 888-2122.

You: Thank you, I will be sure to let Ms. Lacoste know that she needs to call you back.

Caller: Perfect. Oh, I almost forgot. The discounted price cannot be applied to the "What's New" section.

You: Ok, I will include that in the message. Anything else I should let her know?

Caller: No, That should do. Thanks . . . What did you say your name was?

You: Your welcome. Brittany.

Caller: Bye, Brittany.

You: Good bye Mr. Smith.

FOR _____	Urgent <input type="checkbox"/>
DATE _____	TIME _____
While You Were Out	
M: _____	
OF _____	<input type="checkbox"/> TELEPHONED
PHONE _____	<input type="checkbox"/> CAME TO SEE YOU
CELL _____	<input type="checkbox"/> RETURNED YOUR CALL
FAX _____	<input type="checkbox"/> PLEASE CALL
Message	<input type="checkbox"/> WILL CALL AGAIN
	<input type="checkbox"/> WANTS TO SEE YOU
<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	
<small>4811 1202</small>	SIGNED _____