Taking Messages on the Telephone - Role-Plays

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| #1 – Student A: Caller  You are Elizabeth Walker from the Art Gallery of Ontario. Call Marc Gammal. Your phone number is 555-645-0179. You’d like to know if the students at Evergreen College would be interested in a free visit on May 29th. Tell him that he can find information about registering at www.ago.com/newcomer-day. |
| #1 - Student B: Recipient  Answer the phone at Evergreen College.  Take a message for Marc Gammal. |

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| #2 – Student A: Caller  You are Simon Vuong. Call Reba Minkov. Tell her that you bought an antique dresser at her store last weekend and it has just been delivered. However, you noticed a small crack on the front of one of the drawers. You can’t accept it in this condition. You want someone to pick it up today. Your phone number is 555-784-3099. |
| #2 – Student B: Recipient  Answer the phone at Heritage Furniture Sales.  Take a message for Reba Minkov. |

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| #3 – Student A: Caller  You are Ella Lau from LaRoche Ltd. Your phone number is 555-367-2819. Call Joanne Fisher. You would like her to email her company’s 2016 furniture catalogue to you at ella\_lau@laroche-worldwide.com. If the catalogue is not available electronically, she can send it to you by mail. Your address is:  LaRoche Ltd., 203 Queen St. West, Ste. 401, Toronto. Postal Code: M5R 1C9. |
| #3 – Student B: Recipient  Answer the phone at ABC Office Designs. Take a message for Joanne Fisher. |

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| #4 – Student A: Caller  You are Clyde Baker. Call ABC Pet Shop and ask to speak to the owner. You are a web designer. You would like to redesign ABC Pet Shop’s website in order to increase its traffic and online sales. Ask the owner to take a look at your portfolio online at www.star-designs.net/clients and then call you back at 204-592-9320 |
| #4 – Student B: Recipient  Answer the telephone at ABC Pet Store. Take a message for the store owner. |

(more on next page)

Student A – Situation #1

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| #1 – Student A: Caller  You are Madeleine Wainright from University of Toronto. Call Vivian Lee. Tell her that her application has been received; however, you have still not received a copy of her academic transcript. You need this document immediately. Ask her to e-mail you a scanned copy at m.wainright@graduate.utoronto.ca or fax it to 416-303-9329. |

Student A – Situation #2

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| #2 – Student B: Recipient  Answer the phone at ABC Web Design. You are a graphic designer. Take a message for your co-worker, Elliot Freidman. |

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Student B – Situation #1

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| #1 - Student B: Recipient  Answer the phone at XYZ Financial. Take a message for Vivian Lee. |

Student B – Situation #2

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| #2 – Student B: Caller  You are Bolah Ngaw from XYZ PetShop. Call Elliot Friedman. Elliot has recently designed your petshop’s webpage; however, there are two problems:  1) the page http://www.xyz-petshop.ca/contact/ has the wrong address. The address should say “1304 Bloor East (not 1304 Bloor West)”.  2) The hours of operation are wrong. Your shop is open on Saturdays and Sundays from 11-8 p.m., not 10-6 p.m. Ask him to correct these mistakes as soon as possible. Your phone number is 647-545-2421 |