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A2 TELEPHONING ≈ 25 MIN

Taking and Leaving Messages — *practice on paper*

You have built the lesson — now every brick is on paper. New calls, the same four moves.

Leaving: who you are · **Could you ask her to call me back?** · the reason · your number — Taking: offer, read it back, **I'll pass it on** .

NAME _____ DATE _____

YOUR BUILD 1 · SORTING ○ 2 · FILL-IN ○ 3 · CORRECT ○ 4 · WRITE ○

BRICK 1 · WHO DOES WHAT WITH THE MESSAGE? · APPROX. 4 MIN ●○○

Read each brick quietly. Does it belong to the **caller** leaving the message, or to the **colleague** answering and taking it down? Write it in the right column.

ask him to call me back | offer to take a message | It's Laura Beck from Kestrel | ask for the caller's name | say what it's about | ask for the spelling | give my mobile number | promise to pass it on

CALLER – LEAVING IT	COLLEAGUE – TAKING IT

BRICK 2 · FILL IN THE MISSING WORD · APPROX. 6 MIN ●●○

Fill each gap with **exactly one word**. First ask yourself: is this the caller speaking, or the colleague answering?

01 Hello, it's Laura Beck from Kestrel — could I _____ a message for Mr Ferber?
02 Of course. Could you _____ him to call me back this afternoon?
03 I'm _____ she's with a client all morning — shall I write it down?
04 It's _____ the delivery date for the Kessler order.
05 Sorry, she has already left for the day — _____ give her your message first thing tomorrow.
06 Could you _____ that again, please? The line is very bad.
07 Don't worry, I'll pass your message _____ the moment he is free.
08 Has he _____ your number, or shall I take it down?

YOUR BUILD · 1 · SORTING · 2 · FILL-IN · 3 · CORRECT · 4 · WRITE

BRICK 3 · FIND AND CORRECT THE MISTAKE · APPROX. 7 MIN

Each sentence hides exactly one typical **German-speaker mistake**. Underline it and write the whole sentence correctly.

01 Could you say Mr Ferber that I called about the contract?

02 I call you back as soon as I am out of the workshop.

03 Tell her to call me before the end of the day.

04 I'll pass on it before I leave this evening.

05 Could I leave a message to her, please?

06 I'm afraid Mr Osei is in a meeting — can I leave a message?

BRICK 4 · WRITE YOUR OWN MESSAGE · APPROX. 8 MIN

Write your own sentence for each prompt. Then say it aloud — on the phone there is no time to think.

01 You are the caller: say who you are and which company — then give the reason for your call.

02 Your request: write the polite call-back request, with a time expression at the end.

03 You are answering: the person asked for is away. Offer to take the message and ask for the name.

04 The checking step: read the name, number and subject back to the caller and ask whether it is right.

MINI-CHECK – CAN I DO THIS YET?

- [ ] I ask for a call back with "Could you ask her to …?" — not with an order.
- [ ] German ausrichten becomes tell, pass on or let her know — never "say her."
- [ ] A promise takes will: "I'll call you back later," not "I call you back later."
- [ ] I always give the reason and my number — and I ask for the spelling instead of guessing.

Not every box ticked? Build the lesson once more and try this sheet again tomorrow.

Answer key

Check only when you have finished. Every answer comes with the **why** — the rule matters more than the result.

BRICK 1 · SORTING

01 ask him to call me back → **caller**
The call-back request is the core of what the caller leaves.

02 offer to take a message → **colleague**
The person answering offers first — "take" belongs to receiving a message.

03 It's Laura Beck from Kestrel → **caller**
The caller's first move: say who you are and where from.

04 ask for the caller's name → **colleague**
Without a name the slip is worthless — the colleague collects it.

05 say what it's about → **caller**
The reason comes from the caller: "It's about …"

06 ask for the spelling → **colleague**
Asking instead of guessing belongs to taking the message.

07 give my mobile number → **caller**
The caller's fourth move: how to reach you.

08 promise to pass it on → **colleague**
The promise closes the role of the person answering.

BRICK 2 · FILL-IN

01 could I **leave** a message
The caller leaves the message — "leave"; the colleague takes it — "take."

02 Could you **ask** him to call me back
The request pattern is ask + person + to + verb.

03 I'm **afraid** she's with a client
"I'm afraid" means "unfortunately" here and softens the bad news.

04 It's **about** the delivery date
"It's about …" is the fixed frame for the reason for the call.

05 **I'll** give her your message
A promise made while speaking needs will, or 'll — not the present tense.

06 Could you **say** that again
"Say that again" asks for repetition — inside the polite "Could you …?" frame.

07 pass your message **on**
"Pass something on" is the fixed phrase for handing a message along.

08 Has he **got** your number
"Has he got your number?" may save you writing anything down.

BRICK 3 · CORRECT

01 Could you **tell** Mr Ferber that I called about the contract?
The ausrichten trap: English "say" takes no personal object — use tell.

02 **I'll** call you back as soon as I am out of the workshop.
German present-for-future does not transfer — a promise needs 'll.

03 **Could you ask her to** call me before the end of the day?
A bare imperative lands like an order — use "Could you ask … to …?"

04 I'll **pass it on** before I leave this evening.
With a pronoun object the particle follows the object: "pass it on."

05 Could I leave a message **for** her, please?
A message is left "for somebody," not "to somebody."

06 I'm afraid Mr Osei is in a meeting — can I **take** a message?
Role mix-up: the person answering takes the message.

BRICK 4 · WRITE

Your sentences may differ — just check that the request, the reason and the number are there, and that you used "Could you …?"

01 "**This is** Jonas Reiter from Halden Systems — **I'm calling about** next week's training dates."
Who you are plus the reason — the caller's first two moves.

02 "**Could you ask her to call me back** tomorrow morning?"
ask + person + to + verb, with the time expression at the end.

03 "I'm afraid he's away until Thursday — **can I take a message**? **Could I take your name?**"
Offer first, then collect — the order of moves when you answer.

04 "**Let me read that back** — Jonas Reiter, on 0511 22 44 90. **Have I got that right?**"
Reading back and checking makes the message safe.

NEXT BRICKS — KEEP BUILDING FREE ONLINE

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Answering the Phone
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