

B1

PHONE & VIDEO CALLS

DIALOG · 3 MIN.

Leaving a Clear Voicemail About a Delivery · Podcast

A delivery is delayed — how to leave a voicemail that actually gets a call back, and why "Handy" is not an English word.

Listen to the episode +
comprehension test:

<https://www.englisch-lehrer.com/podcasts/leaving-a-clear-voicemail-about-a-delivery>

NAME

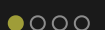
DATE

BRICK 1 · LEARN THE KEY PHRASES



Read the eight phrases with meaning and example. You will hear all of them in the episode.

ENGLISH	DEUTSCH	EXAMPLE
this is a message for	dies ist eine Nachricht für ... (Standard-Einstieg auf dem Anrufbeantworter)	<i>Good afternoon, this is a message for Mr Larsen in accounting.</i>
to reach me	mich erreichen	<i>You can reach me on this number until six.</i>
mobile	Handy, Mobiltelefon — Achtung: „Handy“ ist kein englisches Wort	<i>Call me on my mobile if the office line is busy.</i>
I'm returning your call	ich rufe zurück (auf Ihren Anruf hin)	<i>Good morning, I'm returning your call from this morning.</i>
voicemail	Sprachnachricht, Anrufbeantworter-Nachricht	<i>I left you a voicemail with the new delivery date.</i>
goods-in office	Wareneingang(sbüro)	<i>Please report to the goods-in office before unloading.</i>
to book the slot	das Zeitfenster buchen/reservieren	<i>I booked the slot from ten to twelve for the truck.</i>
in advance	im Voraus, vorab	<i>The driver always calls twenty minutes in advance.</i>



BRICK 2 · FILL THE GAPS



Complete the missing word from the conversation.

mobile

handy

handphone

pocket phone

suit

fit

pass

match

01 In English we say _____, or cell phone in the US.

02 Please call me back if Thursday morning does not _____ you.

BRICK 3 · TRUE OR FALSE?



Tick one. T = true, F = false.

01 Tobias repeats his phone number twice in the voicemail.

T ☐ F ☐

02 Karen's goods-in office opens at nine on Thursday.

T ☐ F ☐

BRICK 4 · ORDER



Number the steps of the conversation (1–5).

01 ☐ Tobias promises a confirmation by text message

02 ☐ Karen calls back about order five-one-eight

03 ☐ They agree on the slot from ten to twelve

04 ☐ Tobias leaves a voicemail about the one-day delay

05 ☐ Karen explains that "Handy" is not an English word

BRICK 5 · YOUR VERSION



Write two sentences of your own using phrases from Brick 1.

MINI-CHECK – CAN I DO THIS YET?

- ☐ I can announce a delay politely.
- ☐ I can propose an alternative.
- ☐ I can promise written confirmation.

Listened twice and ticked everything? Then you are ready for the real conversation.

Cut-out flashcards

✂ Cut out, fold on the line – English in front, German on the back. Or practise digitally:

<https://www.englisch-lehrer.com/podcasts/leaving-a-clear-voicemail-about-a-delivery>

this is a message for

Good afternoon, this is a message for Mr Larsen in accounting.

dies ist eine Nachricht für ... (Standard-Einstieg auf dem Anrufbeantworter)

to reach me

You can reach me on this number until six.

mich erreichen

mobile

Call me on my mobile if the office line is busy.

Handy, Mobiltelefon – Achtung: "Handy" ist kein englisches Wort

I'm returning your call

Good morning, I'm returning your call from this morning.

ich rufe zurück (auf Ihren Anruf hin)

voicemail

I left you a voicemail with the new delivery date.

Sprachnachricht, Anrufbeantworter-Nachricht

goods-in office

Please report to the goods-in office before unloading.

Wareneingang(sbüro)

to book the slot

I booked the slot from ten to twelve for the truck.

das Zeitfenster buchen/reservieren

in advance

The driver always calls twenty minutes in advance.

im Voraus, vorab

Answer key

Check only when you have finished. Every answer comes with the **why**.

BRICK 2 · FILL THE GAPS

01 **mobile**

"Handy" is a German invention — in English it is "mobile" (UK) or "cell phone" (US).

02 **suit**

For appointments, English uses "to suit somebody". "Fit" is for clothes, "match" for colours.

BRICK 3 · TRUE OR FALSE?

01 **True**

True — he gives the number and then says "I'll repeat that", the golden voicemail rule.

02 **False**

False — the goods-in office is closed until ten, which is why the original slot does not work.

BRICK 4 · ORDER

01 **1.** Tobias leaves a voicemail about the one-day delay

02 **2.** Karen calls back about order five-one-eight

03 **3.** Karen explains that "Handy" is not an English word

04 **4.** They agree on the slot from ten to twelve

05 **5.** Tobias promises a confirmation by text message

KEEP PRACTISING LIVE

Want to practise these phrases in a real conversation?

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