Lesson #3B
Tips for Writing a Message from a Phone Call

1. If you do not have paper and pencil handy when a phone call comes, ask the caller to wait while you get something to write with and on.

2. Include the name of the person receiving the message.

3. Include the name of the caller. It is an important part of the message.

4. Find out and write whether or not the caller needs to return the phone call.

5. Ask for and write the caller’s phone number even if a return phone call is not needed.

6. Decide whether the message needs to be written word for word or if it is OK to summarize.

7. Ask the caller to repeat any information that you missed when trying to write down the message. Ask questions if necessary.

8. Sign your name at the end of the note.

9. Either read the message to the caller or orally summarize what you wrote. The caller can then tell you if your message is written correctly.

10. When you hang up, read over your message one last time to make sure it makes sense and that all facts are included.
Lesson #3B
Sample Phone Message

Directions: Read through the sample phone message below. Use the tips on page 33 to identify or explain the different parts of the sample. Write a tip number in each answer box. Tips may be used more than once.

Script of 2:00 p.m. Phone Call
James: Hello
Clarence: Is Carrie there?
James: No, she isn’t. Could I take a message?
Clarence: Yes, please tell her that I will be arriving at 6:00.
James: Just a minute, let me get a pencil......OK, I’m ready. Now, you are Clarence and you said to tell Carrie that you will be arriving at 6:00, right?
Clarence: Yes, I was going to get there at 5:30, but I have been delayed.
James: Could I please have your phone number?
Clarence: Sure, but she doesn’t need to call me back. My phone number is 555-4888.
James: I’ll give her the message.
Clarence: Thanks. Good-bye.
James: Good-bye.

2:00 p.m.
Carrie,
Clarence called. He said to tell you that he is going to get here at 6:00 instead of at 5:30 because he has been delayed. His phone number is 555-4888, but he says you do not need to call.

James
Lesson #3B
Writing a Message from a Phone Call

Directions: Choose a person you know. Think of a message you could leave for the person. With a classmate, act out making phone calls and writing down messages. Write your partner’s message on the notepaper below.