

4. Telephoning - Voicemails

Level: A2-B1

Aims: To practise understanding and leaving voicemails and following directions on a map.

Timing: 45 minutes

Download website the map and the audio tracks for topic 4

Stage	Objective	Interaction	Timing
Introduction	Discussing voicemails generally	Whole class	5 mins
Task 1	Completing voicemail greetings	Pairs/whole class	10
Task 2	Identifying the necessary information required in a voicemail message	Pairs/whole class	10
Task 3	Listening to voicemails	Individual/ whole class	20

Introduction

What experience do students have with voicemails? What are the advantages or disadvantages of using voicemails?

Task 1 Voicemail greetings

A Students put the voicemail greeting in the correct order and then read it.

Answer

Hi, you've reached the voicemail of Janice Blunt.

I'm sorry but I'm not able to take your call at the moment.

I'm on holiday until 10 June.

Please leave your name and number after the tone.

I'll get in touch with you when I'm back in the office.

B Students read the voicemail greeting to a partner, but use their own name and change the reason why they are not available, e. g. I'm on a business trip until XXX or I'm in a meeting all day today.

C Students add the missing words

Answer

You have **reached** SueSupport. **Unfortunately**, there is no one to **take** your call right now. Our normal **office** hours are 10 to 4, Mondays to Fridays. Please **leave** your name and number after the beep. We will **return** your call as soon as someone is in the office. Thank you for calling.

Task 2. Leaving a message

When leaving a message, it's important to leave all the necessary information. In part 2A, students sort information into the relevant column. There are 5 in each column.

contact details	reason for message	action required
▪ name	▪ confirm an appointment	▪ return the call
▪ number	▪ ask a question	▪ write an email
▪ company & department	▪ make an order	▪ send information in writing
▪ time of call	▪ ask for help	▪ go to someone's office/house
▪ how you know the person	▪ phoning back as requested	▪ send a booking confirmation

In part 2B, students can practice writing a message and then reading their message to a partner.

Task 3. Understanding voicemails

For this task you need to project the colourful map on the wall for all students to see. You can download the map from the website From School to Job .

These voicemails are based on the second task in the digital test From School to Job. In the digital test, the students only have one task, to click on the correct hotspot on the map. In this lesson plan, further items have been added for each voicemail so that students get plenty of listening practice.

You can play the audio (also downloadable on the website From School to Job) or read the audio script that is provided.

Answers

Voicemail 1 – 1 Above the clothes shop, 2b, 3b

Voicemail 2 – 1 The green house next to the café, 2a, 3b

Voicemail 3 – 1 The yellow house opposite Penny Lane, 2c, 3b

Voicemail – 1 The green house opposite the library, 2c, 3c

Optional

As an extra task, you could practise giving directions using the map.

Voicemail 1

Hello Tamara. It's Claire Wallace here. I'm calling to see if you can babysit for a few hours on Thursday while I'm at the gym. From around 6? We moved to the new apartment two weeks ago, so we're no longer near the library. Now when you get off at the bus station, go left on Victoria Road, past the Fish and Chip shop and then turn right on London Road. Go straight on until High Street. Go left around the corner there and the first door is ours. Number 7. We're opposite the chemist. Anyway, call and let me know if you're free. Bye!

Voicemail 2

Hi, William here. I'm just calling about Friday. Charlie's working at the cafe till 6, so I'm going to the gym for a few hours and he'll pick me up when he's finished. Then we'll go to his house and you can meet us there. Leave your car at the car park at the end of Victoria Road, the one at the community centre. Then walk back up Victoria Road and when you see the Fish and Chip shop, go left. You'll see a small park in front of you. Go right and straight in front of you, you'll see his house. It's just after the cinema. If you get lost, give me a call.

Voicemail 3

Hi, Emma here. I forgot to tell you how to get to our place. When you come out of the bus station, cross the road and turn left. Next to the cinema, there's the entrance to a little park. In the park turn right and just around the corner there's a fantastic cafe. Could you get us some cake there, enough for us two and the two kids? I'll pay you back. Then go on past the town hall and go out of the park onto High Street. Just cross the street and walk along Penny Lane and our house is the yellow one exactly opposite.

Voicemail 4

Hi, it's Tommy here. I'm calling with directions to my place for the party this evening. When you get off at the bus station, you'll see Charlton Street on your right. Go left down Charlton Street as far as High Street. You have to turn left at the Town Hall because they're doing construction work outside the school and the road is blocked. Go down High Street and keep your eyes open so you don't accidentally miss Penny Lane. Go right at the library, then right again. My house is the last on the left. See you later.



4. Telephoning - Voicemails

Task 1 Voicemail greetings.

A. Put the following into the correct order

- () Please leave your name and number after the tone.
- (1) Hi, you've reached the voicemail of Janice Blunt.
- () I'll get in touch with you when I'm back in the office.
- () I'll be on holiday until 10 June.
- () I'm sorry but I'm not able to take your call at the moment.

B. Read the voicemail greeting to your partner, but use your own name and change the reason why you are not available, e.g. I'm on a business trip until XXX or I'm in a meeting all day today.

C. Here's another voicemail greeting. Fill the gaps using words from the box.

leave, office, reached, replay, return, ring, take, unfortunately

You have —1— SueSupport. —2—, there is no one to —3— your call right now. Our normal —4— hours are 10 to 4, Mondays to Fridays. Please —5— your name and number after the beep. We will —6— your call as soon as someone is in the office. Thank you for calling.

Task 2 Leaving a voicemail

contact details	reason for message	action required
name	confirm an appointment	return the call

number, send information in writing, ask a question, how you know the person, make an order, ask for help, send a booking confirmation, time of call, phoning back as requested, go to someone's office/house, company & department, write an email

B. You wish to leave a voicemail for a friend. Write down your text on a separate piece of paper and then read it to your partner. Have you included all the necessary information?

contact details	reason for message	action required
name	confirm an appointment	return the call

Task 3 Listening to voicemails

Listening to voicemails

Voicemail 1

1. Where does Claire live? Find her house on the map.

2. Claire's new home is

- a** above the chemist. **b** across from the chemist. **c** opposite the library.

3. Tamara should babysit at

- a** 2 o'clock. **b** 6 o'clock. **c** 7 o'clock.

Voicemail 2

1. Where does Charlie live? Find his house on the map.

2. You should park your car

- a** by the swimming pool. **b** near the supermarket. **c** outside the cinema.

3. Tamara should babysit at

- a** do some sports together. **b** go to Charlie's place. **c** meet at the cafe.

Voicemail 3

1. Where does Emma live? Find her house on the map.

2. Emma lives

- a** across from the cafe. **b** buy some cake. **c** collect the cake she's ordered.

3. Emma asks you to

- a** bake a cake. **b** go to Charlie's place. **c** meet at the cafe.

Voicemail 4

1. Where does Tommy live? Find his house on the map.

2. Tommy lives

- a** behind the Town Hall. **b** beside the community centre. **c** opposite the library.

3. The road is blocked because of

- a** a street party. **b** an accident. **c** road work.