

Sample Conversation:  
Would You Like to Leave a Message?

**A= Secretary    B=Business Client**

**A:** Good Afternoon. Stellar Corporation.

**B:** Hello. Can you put me through to Mary Jenkins please?

**A:** I'm sorry. She's at a meeting with a client.

**B:** Do you know when she'll be back?

**A:** She should be back by 2:00.  
Would you like to leave a message for her?

**B:** Yes. Could you tell her the new ads are finished?

**A:** Certainly. Can I have your name please?

**B:** My name is Jack Felspar. That's F-E-L-S-P-A-R.  
I'm with Spectrum Printers. And could you have her call me when she has a spare moment. I need to discuss the billing details.

**A:** Does she have your number?

**B:** I think so, but I better give it to you just to be sure.  
It's 314-274-5464.

**A:** Alright, Mr. Felspar. I'll have her call you when she gets a minute/she's back in the office.

**B:** Thanks. I appreciate it. Have a nice day.

**A:** You too.

Client Activity Sheet



**Would You Like to Leave a Message?**

You are a business client of the Stellar Corporation. You want to call a manager there, Mary Jenkins, to let her know some important information and to discuss some details. If she is not there, leave a message with her secretary.

Secretary's Name	Mary Jenkins Location	Expected Return Time/Date
<i>Lewis Teacher</i>	<i>At a meeting</i>	<i>2:00</i>