

Exam practice: phone messages – transcripts

1. Mark Spencer

Hi, this is Mark Spencer, of Computer Masters. Martin, it's about those new Beta MR 36 routers you sent us on Wednesday. Well, I installed ten of them, and seven of them work ok, but three of them are apparently defective. I badly need replacements to get the job done by Tuesday at 4 pm, or I'll be facing a penalty payment. Is there any chance of getting the replacements to my customer's address by Monday afternoon? The address is Woodward brothers – Woodward is W-O-O-D-W-A-R-D –, 23 Harcourt Street – and Harcourt is H-A-R-C-O-U-R-T –, Hunton Bridge – Hunton is H-U-N-T-O-N –, Portsmouth PO8 2JH. Please give me a call on my mobile to discuss this in detail. My mobile phone number is 0468 513 720. Thanks a lot. Bye.

2. Mike Myers

Hello, Mike Myers from Silver Top Ltd. speaking. This is a message for Wolfgang Wilder. I'm ringing about our order, BO6734 for a further 400 iMac computers. These are due to be delivered in two months' time. The retail outlets that we supply in the north of England are rapidly running out of this product, which is selling extremely well. So they wish to re-order the iMacs, but our stocks are somewhat depleted now. Actually, we're down to the last 50 computers from your last consignment, and we're about to dispatch these to two of our biggest customers. Could you possibly bring either the whole or part of our order forward? Could you deliver some of them from stock? We feel it would be a great pity to disappoint our customers. If you can bring part of the order forward, we'd be prepared to pay for airfreight. Obviously, this is urgent, which is why I'm putting it on your answering machine on Sunday at 7 pm your time. Hopefully, you'll be able to act on Monday morning. Please let me have an email or fax as soon as possible, letting me know how many computers you can deliver. If there are any problems, perhaps you could give me a ring. I'll be in the office all Monday. Thank you very much for your help! I look forward to hearing from you.

3. Bob More¹

Hello Carla, this is Bob More speaking. It's Sunday evening. I've just received your email, and I'm calling to confirm that I can meet you on Tuesday at 9 am our time at the Tower Hotel in London. I hope that you'll receive this message which I'm leaving on your answering machine. I'm also sending an email to your office address. I'll be away in Wales for the whole of tomorrow. I understand that you'll be in London very briefly, but of course it would be good if we could spend a couple of hours finalising our plans for setting up a small branch office in London. The volume of business now certainly justifies this step. I shall be bringing a number of suggestions as to suitable office premises we might rent. We're thinking in terms of a prestigious Docklands² address. When we've recruited a suitable personal assistant – we can discuss that as well – there will be no reason why the operation shouldn't be up and running by September. I look forward to seeing you in the lounge of the Tower Hotel at 9 am. Perhaps you'll let me treat you to lunch. There's a very up-market little restaurant with English cuisine and English wines just round the corner.

1 Could also be 'Moore'. You won't be penalised for getting a name wrong if the spelling is ambiguous.

2 Docklands – new business district in London, east of the City.