

Taking a Message

Pre-reading

Questions:

- What do you include in a telephone message?

Definitions:

- Task – a job or duty
- Polite – using good manners; being kind to others
- Deliver – to send or bring to a person or place



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Reading

15 Don works at a flower shop. He has many tasks. One is to answer the
30 telephone. Telephone orders are a big part of the shop's sales. Don's boss told him
37 how she wants him to take messages.

51 She said to answer the four "W" questions: who, what, when, and where. The
67 phone rings. Don says, "Hello, this is the Main Street Flower Shop. How may I help
68 you?"

84 "Hi, my name is Phil Brown," the caller says. "I would like to send my wife
99 six red roses today. My address is 106 First Street." Don replies, "OK. The flowers
115 go to Mrs. Brown. The address is 106 First Street. She will **receive** six red roses
today. Thank you for your order, Sir."

122 Don did a good job on the telephone. He listened to Mr. Brown and was
137 polite. He got all of the "W" questions answered. The order is complete.

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Understanding

1. Who told Don how to take messages? _____

2. Why is it important that Don get the message right? _____

3. What are the 4 “W” questions? _____

4. What does the word **receive** mean? _____

5. Where will the flowers be delivered? _____

6. What kind of flowers were ordered? _____

Writing

Choice A: Retell the story in your own words.

Choice B: Do you take messages? If yes, where and for whom? If no, where or for whom could you take messages?
