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

Reading

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

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

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

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