Leaving a Voice Mail Message

Learning Objective
1) When to leave a message
2) How to leave a message

Materials:
1) Voice Mail Template blanks & samples
2) Phone

Enhancement Materials:
1) Possible recorded phone messages

NEW Vocabulary:
- telephone – teléfono
- message – mensaje
- voice mail - buzón de voz
- call back - regresar la llamada
- numbers 1-10
- purpose-propósito
- name – nombre
- Who – Quien
- Why – Por qué
- What – Que
- When - Cuando

Time | Procedure
---|---
5-10 Minutes | I. Warm-up (in English or Spanish)
Begin the lesson by discussing whether there are any cultural differences leaving voice messages.
- Have you ever left a message on a voice mail in English or Spanish?
- Do you know how to leave a message?
- What are the things that you say when you leave a message?

10 Minutes | II. Information needed before making a phone call
- Ability to clearly state name and spell last name in English (hint for teacher, write out phonetic pronunciation of student’s spelling of last name)
- Have your phone number in hand
  - Practice saying it in English number by number
- Clarify purpose of the call
- What is the best time to get back to me?

10-15 Minutes | III. Fill out message card
- See template below
- Determine best location in the home for posting the message card

15 Minutes | IV. Practice Exercises
- Using the message card do a few role playing exercises with the student. An example would be pretending the student left you a message because he wants English classes.
V. Enhancement Activities
- Students listen to recorded phone conversations and answer questions based on the dialogues.

Who is calling?  
Hi my name is ________

Why are you calling?  
I would like English Classes

How can they reach you?  
You can call me at (802)555-5555

When can they call you back?  
Any day after 5pm

Calling the open door Clinic

Who is calling?  
Hi my name is ________

Why are you calling?  
My leg hurts, I would like to see the doctor

How can they reach you?  
You can call me at (802)555-5555

When can they call you back?  
Any day after 5pm

Assessment:
Have the student call your office or cell phone to leave a voice mail message. Once complete, assess how they completed the task using the rubric below.

<table>
<thead>
<tr>
<th></th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Student is unable to leave an understandable voice mail message</td>
<td>Students message contains all the criteria in template but an English speaker would not understand the needed details</td>
<td>Students message contains all the criteria in the template and is understandable for an English speaker</td>
</tr>
</tbody>
</table>