



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

5-10 Minutes

Procedure

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.

1	2	3	4
Student is unable to leave an understandable voice mail message	Students message contains all the criteria in template but an English speaker would not understand the needed details	Students message contains all the criteria in the template and is understandable for an English speaker	Students message contains all the criteria in the template <i>and</i> is understandable for an English speaker <i>and</i> adds additional detailed information about their call