



I. Leaving a Message to an associate or voicemail

A. Listening (リスニング)

Click the link below and listen to example expressions.

下のリンクをクリックして、表現の例を聞いてみましょう。

[Click to listen](#)

B. Words and Expressions (語彙と表現)

Check pronunciation, meaning and expressions of the words with your tutor.

講師と一緒に単語の発音、意味、表現を確認しましょう。

Example Expressions

Can I leave a message please? / Could you give Mr. Brown a message please?

メッセージを残してもよろしいでしょうか？/
ブラウンさんに伝言をお願いできますか？

Could you ask Ms. Hollow to call me back please?
My name is Anna Keller of ABC Corporation. My number is 566 7866.

ホローさんに私に後で電話するよう頼んでもらえますか？
私の名前は、ABC社のアンナ・ケラーで、番号は、566 7866です。

Could you please let Ms. Singh know Mary Jay needs to speak to her on an urgent matter? She has my number. Thank you.

シンさんに、メアリー・ジェイが緊急の用事で彼女と話す必要があるらしいと知らせて頂けませんか？
彼女は私の番号を持っています。ありがとう。

Hello this is Samantha Hersh of Delta Corporation. I just want to confirm your delivery address.
Please call me back at 877 0988 anytime between 9AM and 6PM on weekdays.

こんにちは、デルタ社のサマンサ・ハーシュです。あなたの配達アドレスを確かめたいので、平日午前9時～午後6時の間で私、877 0988にかけなおしてください。

Hello, my name is Mandy Crest from FEDS Pharma. Your order is ready.
Please call us at 677 9988 to let us know if you will pick it up or have it delivered to your home or office address.

こんにちは、FEDS Pharmaのマンディー・クレストです。あなたの注文は準備ができています。ご自分で引き取りに来るか、あなたの家もしくはオフィスに届けておくかどうかを677 9988に電話をしてお知らせください。

Hello this is Andrea Biggs from DC Prints. I'll call again at 1PM this afternoon.

こんにちは、DCプリントのアンドレア・ビッグズです。
今日の午後1時に再びかけなおします。

出典

意味 Weblio辞書 英和辞典・和英辞典 <http://ejje.weblio.jp/>

例文 Weblio 英語例文 <http://ejje.weblio.jp/sentence/>

C. Practice 1 (会話練習1)

Correct the following sentences by using more polite and formal expressions

次の文章をより適切な表現を使用して言い直してみましょう。

1.

- A. I'm sorry but Mr. Tan is at lunch.
- B. Okay, give him a message for me.

2.

- A. I'm sorry, Amy is in a meeting. Would you like to leave a message?
- B. Okay. Tell her to call me back at 566 8774.

3.

- A. I'm sorry but Gareth has left for the day
- B. Okay, tell him that I need to talk to him right away.

4.

- A. Voicemail message: "Hi this is Sandra Sy. I'm in a meeting. Please leave a message after the beep."
- B. This is Ann Song of Webs Enterprises. Call us at 677 9900 to confirm your delivery address.

5.

- A. I'm sorry but Mary is still in a meeting.
- B. Oh okay. I want to leave a message. Tell her Shannon called and I want her to call me back ASAP at 677 8777.

D. Practice 2 (練習問題2)

Leave a message to Mr. Bernie Sam through his voicemail. You are Andrea Song of Herbert Enterprises and you want to confirm the payment of Mr. Sam for his order because you have not received it yet and his package is ready for dispatch. Inform Mr. Sam that he may reach you at 877 0995.

II. Clarifying what the caller says

A. Listening (リスニング)

Click the link below and listen to example expressions.

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[Click to listen](#)

B. Words and Expressions (語彙と表現)

Check pronunciation, meaning and expressions of the words with your tutor.

講師と一緒に単語の発音、意味、表現を確認しましょう。

Example Expressions

Could you please repeat that?

もう一度言っていただけますか？

I'm sorry, I didn't catch what you just said. Could you say that again please?

申し訳ありません、聞き取れませんでした。
もう一度言っていただけますか？

Could you please speak a little more slowly?

すみませんが、もう少しゆっくり話していただけませんか？

Could you please speak a little louder? / Could you speak up, please?

すみませんが、もう少し大きな声で話していただけませんか？

Can you please spell that for me?

スペルを教えてくださいませんか？

Please let me repeat your information to make sure I got it right.

正しく聞き取れていることを確認するために、繰り返させてください。

出典

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例文 Weblio 英語例文 <http://ejje.weblio.jp/sentence/>

C. Practice 1 (会話練習1)

Correct the following sentences by using more polite and formal expressions
次の文章をより適切な表現を使用して言い直してみましょう。

1.

A. Good morning/afternoon, WXY Corporation, how may I help you?

B. Yes, I would like to speak with Mr. Briggs please.

A. Sorry, who?

2.

A. Mara Cruz speaking, how may I help you?

B. Is Gareth So there?

A. I'm sorry he's in a meeting. Could you please call a little later?

B. Say that again.

3.

A. Thank you for calling WXY Corporation, this is Liza, how can I help you?

B. I'd like to speak with the manager please?

A. I'm sorry she won't be around today but you may reach her at 678 0873.

B. I want to read the number again if I got it right.

4.

A. WXY Corporation, how may I help you?

B. Could you please get me Mr. Hartford?

A. Mr. Who?

5.

A. Thank you for calling WXY Communications, this is Liza, how can I help you?

B. I'd like to speak to Alison please.

A. Sorry she's at lunch. Would you like to leave a message?

B. Okay, please tell her Megan Sherzhinger called and I'd appreciate if she'd call me back as soon as possible.

A. Spell your name, will you?

D. Practice 2 (練習問題2)

1.

A: Good morning, how may I help you?

B: May I please speak with Mr. Brown Smith?

A: (You did not get the name of the person the caller wants to speak with.)

2.

A: This is Mary Kim of Western Corporation, how may I assist you today?

B: Yes, please put me through Karen's line.

A: Sorry she's at lunch. Could you leave your name and contact information so I can ask her to call you back?

B: Sure, thanks. This is Mary Walters of Abenson's Place. My contact number is 677 9877. She can call me back anytime today.

A: (Tell the caller that you'd like to repeat her information to make sure you got everything. Make sure to confirm the caller's name, contact number and company.)