

P2W Skills for Success

Activity Set 10: Notes and Voicemail Messages



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10.1: Getting Started

What?	Write notes and leave voicemail messages.																				
Why?	To relay information, remind, ask questions, state problems, make requests																				
Who?	<ul style="list-style-type: none"> ✓ Signmakers write notes to customers with details about their orders. ✓ Testers in food processing facilities leave voicemail messages with safety inspectors to ask for information about regulations. ✓ Students write notes to ask instructors for meetings to discuss their progress. 																				
What's involved?	<ul style="list-style-type: none"> • Understanding how to organize messages • Clearly communicating required information • Using appropriate tone 																				
How about you?	<p>List some situations when you have written notes.</p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p> <p>List some situations when you have left voicemail messages.</p> <p>1 _____</p> <p>2. _____</p> <p>3. _____</p> <p>How comfortable are you using these skills?</p> <table border="1"> <tr> <td colspan="5">I need a lot of practice</td> <td colspan="5">I'm very comfortable</td> </tr> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> </tr> </table>	I need a lot of practice					I'm very comfortable					1	2	3	4	5	6	7	8	9	10
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10.2: Effective Notes

A.

Put cardboard boxes in recycling bin. Boxes should be flattened first.

B.

Sorry I missed you,
Mark.
Could you please call me this afternoon between 3 and 4?

C.

We have a team meeting tomorrow at 10. Please let me know if you have anything you want to add to the agenda.
Thanks,
Pat

D.

THIS COFFEE MAKER
ISN'T WORKING USE
THE OTHER ONE.

10.2: Effective Notes

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Read the notes on the previous page, then answer the questions below.

1. For each note, discuss these questions:
 - Is the message clear?
 - Can you understand the message?
 - Is the layout effective?
 - Are there any errors in spelling or punctuation?
 - How could you improve the message?

1. Rewrite any messages to make them more effective.

2. In what ways are notes like other texts? In what ways are they different?

10.3: Write Notes



Here are some tips for writing clear and effective notes:

- Begin by clarifying the purpose of your message, e.g., to relay information, to ask a question, to make a request, etc.
- Consider your reader. What do they already know? What do they need to know?
- Clearly communicate information, questions and problems.
- Be concise.
- Check your tone (see below).
- Proofread.

What is tone?

Tone refers to the attitude that a writer or speaker conveys. In formal situations, your tone should be clear, concise and courteous. In informal situations, your tone can vary more depending on the audience.

1. Write a note in response to each scenario below. Be sure to include all necessary information.
 - a) You have a medical appointment next week. Write a note to your supervisor to ask for time off.

 - b) A customer called and wants a call back from your co-worker, John. Write a note to let John know.

2. Have a classmate review your notes. Ask for this feedback:
 - Is the purpose of the note clear?
 - Is the tone appropriate?
 - Can the reader act on the message, or is more information required?

10.4: Voicemail Messages

PART 1



The following message was left on Michael's voicemail at 11:50. Michael is scheduled to attend a meeting at 12:30. He doesn't listen to the message until 12:15.

"Hi Michael. I'm running late so I won't be able to pick you up to take you to the meeting. I'll see you there."

1. What information does the voicemail include?

2. Does the message contain all the necessary information? If not, what is missing?

3. What do you think Michael will do once he has listened to this message?

4. Was a voicemail message the best way to communicate with Michael? What would other options be?



Here are some tips for leaving clear and effective voicemail messages:

- Begin every voicemail message by giving your name.
- After your name, give any additional identifying information if the listener doesn't know you.
- Leave a short summary of the reason for your call.
- Speak clearly and slowly so the listener can take notes as he or she listens to your message.
- End by giving your phone number and expressing thanks.

10.4: Voicemail Messages

PART 2

1. Use the tips on the previous page to organize the text below into a voicemail message. Number the sentences 1 to 7 to show the correct sequence.

_____ I'm calling you to discuss the possibility of a follow-up training at your location.

_____ I can be reached at 474-555-8100 between 8:00 and 4:30.

_____ Thanks - I look forward to speaking with you.

_____ We met last week at the training session.

_____ I will be out of the office on Wednesday, but around otherwise.

_____ Hi Judy, it's Sarah Petit.

_____ Could you please call me back to discuss?

2. Read each of the scenarios listed below and make notes about what to say in a voicemail message. Refer to the tips on the previous page to ensure you address all the required details.

a) You want to let your supervisor know that you are leaving work early to pick up your sick child from school.

b) You have a question for a supplier about a product they sell.

c) You want to put something on the next council meeting agenda.

3. Use your notes to relay your voicemails to a classmate. For each message, ask for this feedback:

- Is the purpose of the message clear?
- Is the tone appropriate?
- Can your classmate act on the message, or is more information required?

10.5: Practice Activity

Read the scenarios.

Decide whether to communicate the message by writing a note or leaving a voicemail message.

Write the text for the note or voicemail in the space provided.

Scenario	Message type	Message contents
1. Equipment isn't working	<input type="checkbox"/> Note <input type="checkbox"/> Voicemail	
2. Need to order supplies	<input type="checkbox"/> Note <input type="checkbox"/> Voicemail	
3. Going to be late for work	<input type="checkbox"/> Note <input type="checkbox"/> Voicemail	
4. Request meeting with supervisor	<input type="checkbox"/> Note <input type="checkbox"/> Voicemail	

Let's Talk!

- In which situations are notes more appropriate than voicemails? Why?
- In which situations are voicemails more appropriate than notes? Why?