

Make a phone call

an act of telephoning someone

Answer a phone call

answering one's telephone

Leave

allow or cause to remain

Receive

To hear or see (information, for example)

Extension

Department

Put someone on Hold

to put someone or someone's telephone call on an electronic hold.

permission

the action of officially allowing someone to do a particular thing; consent or authorization

Transfer

an act of moving something or someone to another place, organization, team, etc

TELEPHONE MESSAGE CARD / TELEPHONE MESSAGE  
SLIP / IMPORTANT MESSAGE / WHILE YOU WERE OUT

a list of paper or software where you can write down the message

POLITE

• choose your words carefully and use proper intonation

PREPARED

Have all the relevant details (names, numbers, dates, etc)

CONCISE

• Don't beat around the bush

CONSIDERATE

• Don't waste people's time on small talk

HELPFUL

Give the information needed, but if you can't help, find someone who can, or  
tell the caller you will call back with the information

Caller

a person who pays a brief visit or makes a telephone call.

message

a verbal, written, or recorded communication sent to or left for a recipient who  
cannot be contacted directly.