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? If you answer the phone and have to take a message , what information should you Inote down ? Lets see an example : To : Mr. Fevrier Date : 4 Sept. Message : Mr. Peter Schulz called from Vienna. Please call him today before 4 pm or any time tomorrow on 01 456 9924 re arrangements for congress on July Message taken by : J.B.K. Work in small groups. Imagine that you work for an international firm and that you need to appoint a new telephonist/receptionist as your present one is leaving soon. What qualities are you looking for in such a person ? What skills should such a person possess ? What kind of training does such a person require ? 100Test 下载频道开通，各类考试题目直接下载。详细请访问 www.100test.com