

## Take and pass on messages – verbal and written

### Communicate a written message

- Ask advice from a colleague or a supervisor regarding where the message should be left, e.g. pigeon hole, desk, or given directly to the intended recipient
- Follow the procedure advised and leave the message in the correct place
- Send messages by email or text, using appropriate conventions

### Listen

- Listen for the main point of the message
- Take care to remember who the message is for and the purpose of the message
- Check who the message is from and the name of the organisation, if appropriate
- Listen for details including, the date and time and what the action is
- Check who the message is from and the name and number of the organisation, if appropriate

### Respond

- Use questions to check information with message giver, or re-listen to the recorded message
- Make legible and accurate notes if appropriate on a message form
- Check notes taken with the message giver or the recording

### Communicate a verbal message

- Find the intended recipient of the message
- Explain that you have a message
- Communicate the message clearly and accurately
- Clarify with recipient that they have understood the message correctly
- Follow instructions for leaving a voicemail message, giving key information slowly and clearly

### Record the details of the written message

- Fill in the message proforma appropriately in note form not full sentences
- Record date and time of message
- Recognise the importance of getting the detail correct when recording the information
- Record the names of the recipient and the message giver
- Compose message (writing involves composing, handwriting or keyboarding, spelling, punctuation, knowledge of message, genre and subject, technical vocabulary, abbreviations, conventions)
- Proofread and check accuracy of information