

It often happens that you go to meet a person at his residence or in his office but he is not available there. Or, sometimes you want to talk to a person on the telephone, but he is not available on the phone. What is to be done in that case ? In that case you can write down the purpose of your visit, mentioning some important points in brief, on a piece of paper or memo-slip and hand it over to some responsible person available there, to be delivered to the person you wanted to meet or talk to. This brief written statement is called a 'Message'. In case of a telephonic call, you can verbally give your message to the person available on the phone.

Writing a message briefly and effectively is in itself an art. There are certain rules or practices which should be followed to make the message effectively brief, beautiful and purposeful. They are the following :

- (1) It is not necessary to write the full address of the writer or the receiver of the Message.
- (2) Only the name of the writer and the receiver should be written.
- (3) The name of the receiver of the Message should be written at the top, and that of the writer at the end of the Message.
- (4) The date and time of writing the Message must be written at the top.
- (5) A brief salutation must be written before writing the Message.
- (6) The Message must be brief, but no important point should be left out.
- (7) The Message can be written in the Present, Past or the Future tense as the Message may require.
- (8) No matter should be added from your side or any opinion given in the Message.
- (9) In order to make the Message brief, short forms of words, phrases and abbreviations can be used, as *haven't* (for have not), U.N. (for the United Nations), U.S. (for United States of America), Tel. (for Telephone).
- (10) If the sense is not distorted, half sentences can be used, such as 'no help yet', 'returning soon', 'money urgently needed,' 'not well'.

Format of the Message

Though there is no prescribed format for the Messages, the following format can be used :

Day and Date
Time
Receiver's Name
Salutation
Message
Writer's Name & Signature

Model 1 Based on a Telephonic Talk

There is a telephonic talk between Rahul and Nandini. Nandini is just leaving for Delhi, and will not be able to meet Santosh that day. Therefore she leaves a message for Santosh on the basis of the following conversation between her and Rahul. Write the message.

- Nandini** : Hello !
- Rahul** : Could I speak to Mr. Santosh. I am Rahul at this end.
- Nandini** : I am sorry, Mr. Rahul. Mr. Santosh is not in the office at the moment.
- Rahul** : Oh, I have a very urgent message to give to him.
- Nandini** : Please, Mr. Rahul, give the message to me. I will write a note and leave it on his table for his immediate attention. Is there anything serious ?
- Rahul** : Yes, his father has a severe heart-attack. He has been admitted into the I.C.U. unit Number 2, Safdarganj Hospital, New Delhi. His condition is very serious. Santosh must immediately reach the Hospital. He must have some money with him. His mother is already there, but she is all alone.
- Nandini** : I am just writing a note and leave it on his table. I'll also try to get him on the phone.
- Rahul** : Thanks, Miss Nandini.

Message Very Urgent

Friday, 23rd Dec., 2011

11:30 a.m.

Dear Mr. Santosh,

Your friend Rahul telephoned to inform you that your father has got a severe heart-stroke. He has been admitted to Safdarganj Hospital, I.C.U. No. 2. You must immediately reach the Hospital. Your mother is alone there. Arrange to take some money with you.

Nandini.

Model 2 Again Based on a Telephonic Talk

There is a telephonic talk between Sharad and Kamini. Kamini is just ready to go to the Head Office and is not likely to return before 5 p.m. There is a telephonic call for his colleague Devendra, but he has not yet come to the office. Kamini receives the call and notes down the message to be conveyed to Devendra as soon as possible. Therefore she leaves a message to this effect on Devendra's table for his immediate attention when he reaches the office.

- Kamini** : Hello !
- Sharad** : I am Sharad, wanting to speak to Devendra, please.
- Kamini** : I am Kamini, his colleague, speaking, Devendra has not yet come to the office. If there is any message for him, please let me know it. I'll arrange to pass on the message to him as soon as possible.
- Sharad** : Yes, there is an emergency. Devendra's parents have met with a serious accident. They were going by their bike to attend some function. Their bike jumped off at a speed-breaker and they fell down. Both of them have sustained serious fractures. Both of them have been rushed to the Emergency ward at S.N. Hospital, Agra. He must reach there immediately. He must inform his brothers also and ask them too to reach there.
- Kamini** : Yes, Mr. Sharad, I have noted your message. I'll accordingly write a note to him which he will receive as soon as he reaches here. Thanks for the care you have taken.
- Sharad** : Thank you, Madam.

Message For Immediate Attention

Monday, 25 Dec., 2011

10:15 a.m.

Dear Devendra,

There is an emergency call for you. Your friend Sharad has conveyed an emergency message for you through the phone. Your parents, while going by their bike, have met with an accident. Both of them have sustained fractures, and they have been rushed to the Emergency Ward, at S. N. Hospital. You must reach there immediately and inform your brothers too.

Kamini.

Model 3 Based on a Telephonic Talk

Bharat and Bhushan are colleagues in the sales Department of a Company. Bharat is getting ready to go to the field. Bhushan is likely to come to the office in the afternoon. But before Bharat leaves the office, he receives a telephonic call for Bhushan. Bharat notes down the contents of the call and accordingly leaves a written message on Bhushan's table for his immediate attention.

Bharat : Hello !

Bhushan's Mother : I believe you are Bharat, speaking from the office. Where is Bhushan ? I am his mother at this end.

Bharat : Mother, Bhushan will reach here by the afternoon. I am also leaving the office within fifteen minutes. If there is any message for Bhushan, please let me know. I'll leave the message on his table for his immediate attention.

Mother : Yes, Bharat, convey the message to him that his sister with her two children is reaching New Delhi Station from Bangalore by Shatabdi Express. The train reaches New Delhi at 6 O'clock in the evening. He must receive her at the station at platform No. 2. She is in first class A.C. Coach, No. P-6. He should confirm that the train is running on time. His sister has a heavy luggage and her two children.

Bharat : Yes, Mother, don't worry. I'll leave an **urgent message** for him at his table. He will receive it as soon as he reaches here.

Mother : So good of you, Bharat. My blessings !

Message Urgent Message

Tuesday, 3rd Jan., 2012

11:30 a.m.

Dear Bhushan,

Your mother telephoned to me at 11:30 a.m. She has directed you to receive your sister and her two children at New Delhi Railway Station at 6 O'clock in the evening at platform No. 2. She is travelling by Shatabdi Express from Bengaluru. She has boarded first-class A.C. Coach No. P-6. She has heavy luggage in addition to her two children. You must confirm the arrival time of the train and reach in time.

Model 4 Based on a Personal Visit

You are Rohitash. You go to meet your uncle to discuss with him your future course of studies. But your uncle is out of station and will be back by tomorrow morning. Therefore, you leave a message with your aunt regarding the purpose of your visit. Write your message in detail.

Message

Friday, 4 Dec., 2011

11:30 a.m.

Respected Uncle,

I came to discuss with you my further course of studies. You know, uncle, that I have passed 10 + 2 exam. of the C.B.S.E. Board with Science and Maths and secured 80% marks. Now I have three options before me to pursue my studies further. First, I can try for my admission to Engineering and Technological Course. Secondly, I can try for my admission to computer course leading to M.C.A. Thirdly, I can go in for B.B.A. leading to M.B.A. I am unable to decide. Kindly consider my three options carefully and give me your valuable advice. I'll meet you again next week.

Rohitash.

Model 5

Based on a Personal Visit

You are Rashmi. Your marriage comes off next month. You want to make some purchases for that purpose. For this you want to go to market with your friend named Namita. You go to Namita's house, but she is not at home. She has gone to her college. Namita's mother asks you to leave a message for Namita, which she would deliver to her when she comes back from the college. Write your message.

Message

Friday, 15 Nov., 2011

1:30 p.m.

Dear Namita,

I came to meet you at your house but you had gone to college. I wanted to meet you with a purpose. You know that my marriage comes off next month. Therefore, I want to make some purchases with you. I know you have a very refined and sophisticated taste. Your choice is excellent. I want to purchase a few saris, a few suits and, of course, some latest items of cosmetics. Your advice and choices would be of immense value to me. I'll come on Sunday. Please keep yourself free in the afternoon on Sunday.

Rashmi.

Exercises for Practice

1. Read the following telephonic conversation and write the relevant Message based on it :

Rajiv Mehrotra : Hello !

Sandeep Mahajan : I am Sandeep Mahajan, representing Messrs Mahajan and Sons. I wanted to talk to your Managing Director.

Rajiv Mehrotra : Our Managing Director, Mr. Pradeep Kohli, is out of station. Could I be of any service to you ? I am Rajiv Mehrotra, his Secretary.

Sandeep Mahajan : Thanks a lot. We are wholesale dealers in all brands of Refrigerators. But we have had no trade dealings with your company. I wanted to talk to your M.D. in this connection.

Rajeev Mehrotra : Our M.D. will be back tonight and will remain in the office tomorrow all the time. You can come any time.

Sandeep Mahajan : Kindly fix up my meeting at 2 O'clock tomorrow.

Rajeev Mehrotra : By chance I am also going out today. I shall not be able to meet the M.D. However, I'll leave a message for him and you can come tomorrow at 2 O'clock.

Sandeep Mahajan : Thank you so much for this favour.

2. Read the following telephonic conversation between Ramendra and Ashoka. Write a message based on this conversations.

- Ramendra** : Hello !
- Ashoka** : Yes, Ashoka on this side. Can I know who I am talking to ?
- Ramendra** : I am Ramendra, Mr. Bajpai's nephew. I want to talk to uncle Bajpai.
- Ashoka** : Mr. Bajpai is not in the office at this moment. He is expected to come back within an hour.
- Ramendra** : I wanted to tell him that his younger son has developed high temperature. His wife is getting very nervous. She wants that uncle should reach home immediately. A doctor has to be called and the child cannot be left alone.
- Ashoka** : By chance, I have to leave office just now. Therefore I cannot meet Mr. Bajpai. But I will leave a message to this effect on his table. He will reach home as soon as he reads the message.
- Ramendra** : Yes, please do so. Thanks a lot.

3. Read the following telephonic conversation between Sita and Geeta. They plan to go to see a book-fair. They also want to take Seema with them. Write a relevant message to Seema to this effect.

- Sita** : Hello !
- Geeta** : Yes, Sita. I can recognize you by your voice.
- Sita** : Do you know, Geeta, a very great Book-Fair is being held these days at the Pragati Maidan ?
- Geeta** : Yes, I know. Let us go to see it tomorrow.
- Sita** : Yes, certainly. It would be fine if Pramila also goes with us.
- Geeta** : But how can we inform her ? I tried her phone, but it is out of order.
- Sita** : We can manage to inform her by sending a **message** to her through our peon.
- Geeta** : Yes, it is a good idea. Write to her that she should reach your home at 10 in the morning. I shall also reach your home at the same hour.
- Sita** : This is agreed.

- 4.** Ramendra has received two appointment letters—One from the Birla Rayons situated in Arunachal Pradesh, and the other from Volkart Brothers at Mumbai. The Birlas have offered higher salary but Arunachal Pradesh is risky. The Volkart Brothers offer a slightly lower salary, but Mumbai is a much better place to live in. Ramendra is in a fix, unable to decide which one to join. He goes to seek the advice of his uncle, but the uncle is out of station for two days. Ramendra decides to leave a **message** to his uncle, stating the causes of his dilemma and seeking his advice. Draft the message on behalf of Ramendra.
- 5.** You are Mahendra. Your friend Surendra has invited you to join his birth-day party in a nearby town. You have already sent your acceptance. But at the last moment some unexpected developments have prevented you from going there. You decide to send him your message, stating the causes that have held you back and wishing him a very happy birthday and long life. Draft the **Message**.
- 6.** You are Mohini. You have already booked a ticket to fly from Delhi to England by Air India. At the last minute the Air India flight is cancelled owing to some fault in its engine. All the passengers of Air India are transferred to the British Airways. Therefore, you decide to send a message to your father regarding this through your driver so that your father may not worry about you. Draft the **Message**.