

Message Writing

Introduction

Message writing is a form of communication, which is used to convey an important note, in case the person is not present physically. It is used to record and transmit information to the receiver.

Points to remember:

1. The word 'Message' should be written in block letters and in the top centre.
2. A message should always be in a box.
4. The content should be in present tense.
5. Use active voice and write in imperative mood.
6. Do not use acronym.
7. The information provided should be correct and to the point.

Announcement Based: Message for Father

Q. You are Sonal, who has arrived at the Delhi railway station to board the Shatabdi Express to Amritsar. You hear an announcement, based on which you write a message to be sent to your father through your driver. Message should be in about 50-60 words. Following is the announcement you heard:

This is for the attention of all the passengers to board the Shatabdi Express bound for Amritsar scheduled to arrive at 6.00 a.m. The shatabdi Express has derailed 20 kilometers from ABC city. Please note that the Howrah express that leaves the New Delhi Railway station at 8.30 a.m.

will carry all the passengers to their destination. You are requested not to buy a new ticket. Your ticket for the Shatabadi Express holds valid and at par to the Howrah Express. Special coaches are being attached to the Howrah Express to accommodate passengers of Shatabdi Express.

Answer:

MESSAGE

Feb 3, 20xx

5:30 A.M.

Dear Father,

The Shatabadi Express to Amritsar has derailed 20 kilometers from ABC city. The Howrah Express will now carry all the passengers to their destination. Special coaches are being attached to it to accommodate the passengers of Shatabadi Express. It will leave for Amritsar at 8.30 A.M. Also, there is no need to buy any new ticket.

Sonal

Telephonic Conversation: Message for Father

Q. Read the following information between Sampriti and Srabasti. As Sampriti is in a hurry to go out to attend her music class, she writes the message for her father. Write the message on Sampriti's behalf in not more than 50 words.

Sampriti: Hello!

Srabasti: Hello Sampriti, what are you doing?

Sampriti: I am getting ready to attend my music class. Mom, where are you and when are you coming back?

Srabasti: Today there is a workshop in our school for English teachers.

Sampriti: Oh Mom! Today we had planned to go for a movie.

Srabasti: Don't worry dear. You and dad pick me up from the school at 5:30 P.M.; we'll go straight away to the movie hall.

Sampriti: That's fine. We'll be right there at 5:30 P.M.

Srabasti: Tell dad to call up Mr. Rastogi and remind him that this time the meeting of the Residents Welfare Association, will be held in our house, tomorrow at 10 A.M.

Sampriti: I will definitely convey the message. Now I am going out for the music class. Bye Mom.

Answer:

MESSAGE

March 15, 20xx

2 P.M.

Dad,

Mom called up to inform that there is a workshop for English teachers in her school. So, we will have to pick her directly from the school at 5.30 P.M. and then go for the movie together. She also wants you to call Mr. Rastogi to remind him that the Residents Welfare Association meeting will be held tomorrow, in our house at 10 A.M.

Sampriti

Telephonic Conversation: Message for Manager Regarding a Customer's Complaint

A customer called up to register a complaint with the manager on the account of a defective television. The customer care executive left a note for the manager as he was not in his office. Based on the conversation given below, write the message written by the customer care executive to the manager.

Executive: Good afternoon, can I help you?

Customer: I hope so, I bought this television here about three months ago, but the sound and picture quality is awful. The picture is always flickering and there is a dark line down the left-hand side of the screen. And there's an annoying hissing sound in the background.

Executive: Do you have an outside aerial?

Customer: Yes, I do.

Executive: Have you tried adjusting the aerial?

Customer: Several times.

Executive: Hmmmmm. I'll get our engineers to have a look at it.

Customer: Please inform your manager that I want a refund.

Executive: We will do the needful sir.

MESSAGE
Feb 2, 20xx
12:15 P.M.
Sir,
A customer called to complain about the television he had bought from us three months ago. The picture is always flickering and there is a dark line down the left-hand side of the screen. Also, there's an annoying hissing sound in the background. I assured that our engineers will look into the matter but he insists on a refund.
Executive

Telephonic Conversation: Message for Father Regarding Society Meeting celebrations

Q. Rinku is alone at home when Mr. Sharma comes to visit his father. Following is the conversation that takes place between Rinku and Mr. Sharma:

Mr. Sharma: Hi, Rinku. How are you?

Rinku: I am very well, uncle. How are you?

Mr. Sharma: I am good, son. Is your dad home?

Rinku: No, uncle. He will come at 9 P.M. Is there any message for him?

Mr. Sharma: Yes, please inform him that tomorrow there will be an hour long meeting, of all the residents of Shardhapura Society, to plan the celebration of Holi in our colony. The meeting will be held at the community center and will begin at 11 A.M., kindly ask him to reach on time.

As Rinku has to rush for his tuition classes, he prefers to write down the message for his father.

Answer:

MESSAGE

April 16, 20xx

6 P.M.

Dad,

Mr. Sharma came home to inform you that tomorrow at 11 A.M., there is a meeting of all the residents of Shardhapura Society at the community center. The hour long meeting is being organized to discuss plans for the celebrations of Holi in our colony. He has requested you to reach on time.

Rinku

Message for Mother: Informing about Coming Home Late

Q. Your tennis coach is going out of station for a week and therefore, he requests you to come for the practice session straight away from your school. You decide to write down a message for your mother informing her about the same and send it through a friend of yours.

Answer:

MESSAGE

Feb 22, 20xx

1:30 P.M.

Mom,

As my tennis coach, Mr. Rustum, is going out of station for a week. He has asked me to stay back after the school for the practice session. So, I will be coming home only after attending the practice session.

ABC

Notes Based: Message for President of the Club

Q. Read the following notes from the note-pad of Mr. Philip, the secretary of fine arts club of Indira Nagar. He tells his assistant to type out a message to be sent to the President of the club. Taking relevant information from the note-pad, write the message. Put the message in a box.

- Meeting to be held
- At guest house at 4 P.M.
- Discuss the club's annual celebration
- Decide the date, chief guest and their details.

Answer:

MESSAGE
1 April 20xx
11 A.M.
Sir,
A meeting will be held at the guest house at 4 P.M. to discuss and decide the date, chief guest and their details of the club's annual celebration. Kindly make it to the meeting.
Philip
Secretary
Fine Arts Club

Telephonic Conversation: Message for Husband

Q. Read the following telephonic conversation between Mrs. Rajni and the school Receptionist.

Receptionist: Good afternoon, can I speak to Mrs. Rajni?

Rajni: I am Rajni. May I know who is on the line?

Receptionist: I am calling from Geetanjali School. I need to inform you that your son, Krish has got injured during today's cricket match practice session.

Rajni: oh! How bad is the injury? How is he, right now?

Receptionist: Madam, he has injured his right knee and the doctor has asked him to take rest for the day. So, it would be good if you could come and pick him up from the school as he requires rest.

Rajni: Alright! I will be reaching in about 20 minutes. Thanks. Bye.

Receptionist: Bye ma'am.

Mrs. Rajni needs to rush to her son's school to pick him up and decides to leave a message for her husband, who is on his way back to home and could arrive any moment. Write down the message on Mrs. Rajni's behalf.

Answer:

MESSAGE
May 8, 20xx
12:30 P.M.
Sumit,
Krish's school receptionist called to inform that Krish has injured his right knee, during today's cricket match practice session. The doctor has advised him to take rest for the day. So, I am going to pick him up from the school.
Rajni

Telephonic Conversation: Message for Brother

Q. You are Amit/Amita. Your brother Mohan's boss makes a telephone call in his absence and tells you to pass on the message to Mohan. You have taken the following notes on the note-pad.

- Mohan's boss called
- Extension of his leave not approved
- Must report on Tuesday morning
- Board meeting on Wednesday
- Several items of agenda to be discussed.

You are going to your college, so you decide to leave the message. Write down the message in not more than 50-60 words.

Answer:

MESSAGE
Feb 22, 20xx
11 A.M.
Mohan,
Your boss called to inform that your leave extension has not been approved. You must report on Tuesday morning, as there is a board meeting on Wednesday and several items of agenda need to be discussed.
Amit

Telephonic Conversation: Informing the Postpone in the Meeting

Q. Following is a telephonic conversation between Jatin and Diven.

Diven: Is it 4385668?

Jatin: Yes. May I know who is on the line?

Diven: I am Diven calling from Bangalore. I wish to talk to Mr. Lalit.

Jatin: Sorry, he is not in the office right now. Is there any message for him?

Diven: Yes. Kindly inform him that the meeting that was scheduled for May 1, 20xx has been postponed to May 3, 20xx. So, he can reach Bangalore by the evening of May 2. The inconvenience is regretted.

Jatin: I will surely convey the message.

Diven: Thank you!

Jatin has to urgently leave for a meeting. Before leaving, he writes a message for Mr. Lalit. Write the message in about 50-60 words.

Answer:

MESSAGE

April 28, 20xx

4 P.M.

Mr. Lalit,

Mr. Diven called up from Bangalore to inform that the meeting scheduled for May 1 has now been postponed to May 3, 20xx. So, you can reach Bangalore by May 2. He regretted the inconvenience caused to you.

Jatin

Telephonic Conversation: Informing About Mother's Accident

Q. Read the following conversation:

Kishen: Hello! Could I please talk to Suman from the Sales Department?

Receptionist: Sorry, she has not yet arrived.

Kishen: Could you convey to her that her mother is quite serious in Bhopal and she should leave for Bhopal, immediately. Her mother is in the ICU of Apollo hospital as she had met with an accident.

Receptionist: Oh! That's really sad. I will surely convey your message.

Kishen: Please tell her that I will come to pick her up from the station, so, she should inform me about the timings of the train, she's coming by.

Receptionist: Sure! I will do the needful.

Kishen: Thank you.

The receptionist gets a call from her boss and goes to see him. Before she goes, she leaves a message for Suman. Write the message in not more than 50-60 words.

Answer:

MESSAGE

22 March 20xx

3 P.M.

Dear Suman,

Mr. Kishen called up to inform you that your mother has met with an accident and is in ICU at the Apollo Hospital, Bhopal. He has asked you to leave for Bhopal immediately. Please inform Mr. Kishen about the train you will leave by and its timings, as he will come to the station to pick you up.

ABC

Receptionist