

Telephone Tips



Get ready and make that phone call!!!

- A.
1. Find a quiet place, turn off music and TV.
 2. Have paper, pen and script handy.
 3. Know the name of your contact.
 4. Don't chew gum, smoke or eat while speaking.
 5. Think about what you want to say.
 6. Have your schedule ready so you can make an appointment without hesitation.
- B.
1. Sound friendly and cheerful but business-like.
 2. Choose a sensible time; **do not call during lunch or 5 minutes before closing.**
 3. Take a deep breath - RELAX!
- C.
1. Speak at a moderate rate.
 2. Speak clearly, enunciate your words
 3. Introduce yourself.
 4. State your reason for calling.
- D.
1. Listen carefully to appointment details.
 2. Write down the date, time and location of your appointment.
 3. Repeat the date, time and location to ensure that it is correct.
 4. Thank the employer at the end of your discussion.

The Script

Identify Self

Hello, my name is _____ and I am with the _____ (*School*) Career Preparation Program. May I please speak with Mr/Mrs/Ms _____?

Explain Reason for Calling

Hello Mr/Mrs/Ms _____, I am a _____ (*School*) secondary school student in the _____ (*School*) Career Preparation Program. My teacher, Mr/Mrs/Ms _____ has indicated that I will be doing my work experience with you. I'm phoning to book an interview with you before I start working.

If not there

Leave a voice mail or personal message as above leaving your home or cell phone number and a time/day when you can be reached. Say numbers loudly and slowly.

Thank you / Goodbye

Thank you Mr/Mrs/Ms _____ I am looking forward to working at _____ (*name of company*) on _____ (*dates*). I will be there for my interview on _____ (*date and time*) as we have arranged. Thanks again. Goodbye.

Record details for interview:

Date: _____ Interviewer: _____

Time: _____ Location: _____

Employer Pre-Interview

In preparation for your interview with your work experience employer, complete the following statements:

■ **I know the following about XYZ Company:**

■ **Skills I would like to learn from my job placement with XYZ Company are:**

1.

2.

3.

4.

5.

■ **Skills I can bring to the employer are:**

1.

2.

3.

4.

5.

■ **Communication and teamwork skills I intend to practise are:**

1.

2.

3.

■ **List 5 questions to ask your employer about training and education that would be of value to you in making your career/educational decision.**

1.

2.

3.

4.

5.
