Preparing for telephone calls

A lot of people are nervous about telephoning employers, however with practice and preparation this is actually a really easy process. Complete this preparation sheet as though you were planning to telephone the employer to apply for a vacancy.

|  |  |
| --- | --- |
| **Conversation starter (keep it simple, polite and to the point):** | |
| Hello I wonder if you can help me, I am ringing to apply for the position of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ advertised on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | |
| **List as many points from the job description as you can and say how you meet these requirements. If they ask about your skills you’ll have a starting point to talk:** | |
| I am / have / can… (point from job description) | Because… (your experience) |
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| **Write down any questions that you have below so that you don’t forget to ask them** | |
| Can I just ask… | |
| Do you mind me asking… | |
| **End the conversation on a positive, assertive note and agree the next step** | |
| Thanks very much for your time, I look forward to hearing from you.  (Optional) is it okay if I send you my C.V. to keep on file for reference? | |

Telephoning employers

Once you have telephoned employers, use the table below to evaluate yourself:

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Marks out of 5:** | **What I did well:** | **What I need to improve on / what to do to follow up the call:** |
| **Preparation** |  |  |  |
| **Introduction** |  |  |  |
| **Conversation** |  |  |  |
| **Closing** |  |  |  |