

MAKING TELEPHONE CALLS

Good telephone skills are important to your job search. Often a telephone call will enable you to accomplish your objectives more efficiently than writing a letter.

Good telephone usage involves planning what you want to say before you make your call. Before you dial, prepare an opening statement that identifies who you are and why you are calling. Be sure to have any materials you might need such as copies of newspaper ads, notes and a pencil and paper handy before you call. If you have any questions to ask, write them down so you don't forget to ask them. Take notes on any information you receive, and confirm dates and times of interviews or meetings, as well as directions.

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- 2. Be sure to have any materials you might need, such as copies of newspaper ads, notes and a pencil and paper handy.*
- 3. Write down any questions and don't forget to ask them.*
- 4. Take notes on information you receive.*
- 5. Confirm dates and times of interviews as well as directions.*

If you fail to reach a person after several calls, write a letter. Follow up with another phone call after the person has had a chance to read your letter, and understand why you will be calling.