

AIT Student Support Services

4 Telephone Strategies

A confident and professional telephone manner is a **skill**, highly regarded by employers.

Telephone skills can assist you to:

- ✓ Contact potential employers.
- ✓ Find out more about the company/organisation.
- ✓ Obtain name of manager for cover letter.
- ✓ Make an excellent impression - eg offered interview time etc.

Making or taking The CALL:

- ☺ Smile they here the smile in your voice.
- ☺ Greeting.
- ☺ Your name.
- ☺ Speak clearly- Voice tone, volume and speed
- ☺ Be polite.
- ☺ Listen.
- ☺ Appropriate language
- ☺ Have pen and paper handy.
- ☺ When finishing
 - ⌋ Confirm all key points - eg time, day, address etc.
 - ⌋ Thank them for their time.
 - ⌋ End on positive note.

**Use your appropriate greeting when taking *all* calls!
Especially if you are expecting calls from potential employers-
(Your family and friends will cope).**

Avoid:

- Umms and Ahs.
- Distractions (especially noise).
- Ravening on.
- Negative comments eg: only a little - not really.

- Slang eg yeah-yep-cool- etc.
- Eating-drinking-smoking
- **BUT** (use however)

Phone tone

Calling Potential Employers

Example: - (You are: Kit Evans)

Ring –Ring---- *Good morning XYZ company, Sharon speaking.*

**Good morning Sharon my name is Kit Evans.
I wish to speak to the manager regarding a recruitment matter.**

Yes I will put you through.

Thank you, could you tell me the manager's name please.?

Yes its John Brown.

Hello John speaking!

**Mr Brown My name is Kit Evans.
The reason for my call to you is to find out more about your business and
weather my experience; qualifications and skills would be of value to you
and your business.**

I have

- -----**Experience!**
- -----**Qualifications!**
- -----**Skills!**

Yes you sound like the type of person we employ and I can send you information on our business if you like.

Excellent may I give you my address.

Yes I will transfer you back to Sharon.

Thank you Mr Brown may I send you my resume for future reference.

Yes that's fine.

Thank you for your time and I look forward to receiving the information.
Enjoy the rest of your day.

Phone tone

How would you make that call?

Ring –Ring---- *Good morning XYZ company, Sharon speaking!*

Good morning Sharon, my name is _____
