

4 Telephone Strategies

Phone tone

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 hear 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).
- Raving 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_____

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There is no handwriting or other markings on the paper.