

Making a Professional Telephone Call



When an advertisement states to telephone the organisation, this sometimes is an unofficial first screening phase, so you need to treat the call like a first interview!!!

Purpose of the call

Make sure you are clear on what you need to achieve when you place the call.

Making the call

It is important that we speak well on the telephone because we are judged instantly by how we speak.

Important things to consider

- Is this a suitable time to call someone?
- Can I be heard and understood easily?
- Am I friendly in the way I speak?
- What should I say and how fast should I speak when I leave a voice mail message?
- Do I have an inappropriate recording on my own voice mail?
- What times am I available to make an appointment?
- Do I have a pen and paper to note details?

What should I say when I telephone someone?

Introduction - Hello, this is *(your name)*, could I please speak to *(the contact person's name)* and I am calling to *(your purpose)*

Note; Repeat your introduction if someone else answers the telephone.

Body of conversation - Explain what the purpose of your call is.

Confirmation & close - Repeat details of your conversation *(time, day, address)*
Thank you very much for your time, good-bye.



Receiving a telephone call

If you have applied for employment or a course and included your telephone number, they might call you to decide if they want to consider you.

Important things to remember

- If you don't know the telephone number, answer the telephone formally and announce who you are.
- Make sure you have an appropriate message on your message bank.
- If you missed the call, return the call quickly and politely, maintaining a professional approach.