

# Making a telephone call to secure a placement

## Before you dial

- ❖ Have a pen and paper ready to record any information you are given.
- ❖ Make sure you have the correct number and name of the company.
- ❖ If Possible find out the name of the person you need to speak to. If not you can ask the person who answers, for the name of the Human Resources Manager (large firms) or the Manager (small firms) or the person who deals with work experience.

## Making the call

- ❖ Ensure that there will be no distracting background noise.
- ❖ Take care when dialling; make sure you dial the correct number.

## When someone answers

- ❖ Say “Good Morning or Afternoon” as appropriate.
- ❖ Introduce yourself, giving your name and school
- ❖ Explain why you are phoning i.e. “I am phoning to enquire about the possibility of organising work experience with your company.....etc”
- ❖ Explain why you would like to do your work experience with them.
- ❖ Ask to speak to someone who can help you.
- ❖ Remember to ask for the person’s name.

### **If you are passed to a different person.**

- ❖ Introduce yourself again in the same way and repeat the information as above.

### **If the person agrees to accept you for Work Experience.**

- ❖ You will need to arrange for an “Own” Placement Form (green) to be completed. Please advise the employer of this and arrange to either send or take the form to them.
- ❖ The form must be signed by a person in a position of responsibility.
- ❖ The employer may wish to see you for an interview before they confirm that they will be able to take you for Work Experience, in which case take the green form with you and leave it with them to complete if you are successful.

