

SESSION 4.3

Recommendations for telephone use

A TOOL FOR:

- ✂ Obtain information on companies and professional contacts.
- ✂ Arrange interviews
- ✂ Follow up cover letter or CV
- ✂ Contacto permanente para información de ofertas. on offers.

ADVICE

- ✂ Before calling prepare what you are going to say (notes)
- ✂ Try to get the name of the person you are going to talk with or the secretary.
- ✂ Introduce yourself and ask who are you talking to.
- ✂ Be positive and firm (you are not asking for a favour)
- ✂ Speak a little louder and slower than normal.
- ✂ Be polite but short.
- ✂ Don't call at rush hours.
- ✂ Take advantage of the absences of telephone operators.
- ✂ Do not use terms like "it is personal" or "it is important".
- ✂ Express in a short and clear way the reason of your call.
- ✂ If you see there is no possibility, do not insist.
- ✂ Give only necessary information to obtain interest and be able to get a personal interview (avoid telephone interviews)
- ✂ Try to have responses prepared to normal questions about your CV and answers to *no way out* questions.
- ✂ Keep your agenda handy to write the most interesting aspects of the conversation and possible appointments.
- ✂ Try to get as much information as possible on each call related to the company and/or job position.