

Using the Telephone to arrange Work Experience



1. **Make a list of all the employers you wish to contact by telephone.**
2. **Prepare what it is you are going to say. Make brief notes to help you along if you get nervous. These should include:**
 - Name
 - Year 10/11 Student – enquiring about Work Experience
 - School you attend
 - Work Experience Dates
 - Type of work you wish to do
3. **Practice what you are going to say, get someone to listen to check that you are speaking clearly and you sound polite.**
4. **Before you telephone, relax and calm yourself and make sure you have a pen and paper ready to take down any information.**
5. **Make the call. In many offices, you have to speak to a receptionist, secretary or switchboard operator first. If so;**
 - tell them your name and why you are calling
 - ask them who the best person would be to speak to about work experience
 - make sure you write down the person's name and use it when speaking to them
 - ask if it is possible to speak to that person now, if yes the receptionist will put you through. If no, find out when will be a convenient time and call them back then
 - REMEMBER: Thank the person who took the call for their assistance.
6. **Speaking to the person responsible for work experience**
 - Use a greeting (good morning / afternoon) and use the person's name if you know it (eg Mr Smith)
 - Give them your name and why you are calling
 - Ask if they would be able to provide work experience
 - If yes:
 - a. check to see if they want to interview or see you first and organize a mutually convenient time
 - b. advise of date/s
 - c. explain that there is some paperwork that is to be completed. Ask if they would prefer if you drop these forms in or if they can be sent
 - d. Thank them for their time
 - If no, thank the person for their time.