

PHONE SKILLS FOR YOUR JOB OR CAREER SEARCH

PHONE SKILLS

Using the phone is the most efficient way to keep the momentum going in your job or career search. This type of contact can be easier by putting a phone script together before making any calls. Preparing for phone conversations keeps you from omitting important information and reduces stress. Think it out before dialing so you can speak clearly and enthusiastically. Keep a résumé in front of you in case you are asked questions or you decide to offer information. Keep good notes of all the information you gathered from the phone conversation. Use the phone book as a guide to call potential employers. It may take a few calls to get a response, but perseverance will pay off.

SIMPLE SAMPLE JOB SEARCH TELEPHONE SCRIPT

"Hello, my name is _____. I am interested in a position with your store and have 10 years experience as a store clerk. Could you please tell me what your application process is and if you have any current openings at this time?" After they give you the information you are requesting you may thank them and close the conversation.

SAMPLE JOB SEARCH TELEPHONE SCRIPT WITH GOOD SAMPLE QUESTIONS TO ASK

"Hello, my name is Rob Morris. May I please speak to Ms. McPherson?" or

"Hello, my name is Rob Morris. I would like to speak with the laboratory department head, do you know his/her name?"

Once you get the person: "Hello Ms. McPherson. I'm a recent graduate of Ferris State University with a Certification in Phlebotomy. I have considerable laboratory work experience and am very interested in learning more about your company and your laboratory. Would it be possible for us to meet?"

If yes: Get date, time, directions, and thank them

If no: "Even if you don't have an opening at this time I'd still like to meet with you to learn more about your company. Would it be possible to meet and talk for 15 minutes?"

If no, examples of other questions to ask:

"Do you know of other companies in the area that might be hiring?"

"Are you familiar with anyone in the business community who might have a job lead for me?"

"Would you know of anyone else in the company who may need someone with my qualifications?"

"Are you aware of any rapidly growing companies in the area?"

"When do you anticipate an opening in your company?"

"Are you planning any expansion or new projects that might create an opening?"

"May I contact you in the future regarding potential job opportunities?"

If they refer you to other employment: Ask if you can mention their name as a referral.

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SAMPLE CAREER SEARCH - INFORMATIONAL INTERVIEW REQUEST PHONE SCRIPT

"Hello, my name is _____. I am not looking for a job right now, but I am researching a career in the nursing field. I would like to find out as much as I possibly can about the nursing field. Would it be possible to schedule 15 minutes with you at your convenience to ask you a few questions and get your advice on how best to prepare to enter the field?"

The telephone is a powerful tool in presenting your qualifications to an employer. Effective telephone techniques are critical skills all job seekers need. Using the telephone is an efficient and effective use of your time and resources. The telephone can get you behind closed doors, which will help you contact those hard-to-reach people.

Your bridge to employment can easily start with the telephone as your tool.

NORTHWEST MICHIGAN WORKS! CENTER LOCATIONS

Traverse City

1209 S. Garfield Ave., Suite C
Traverse City, MI 49686
1-800-442-1074

Cadillac

401 N. Lake Street, Suite 700
Cadillac, MI 49601
(231) 775-3408

Manistee

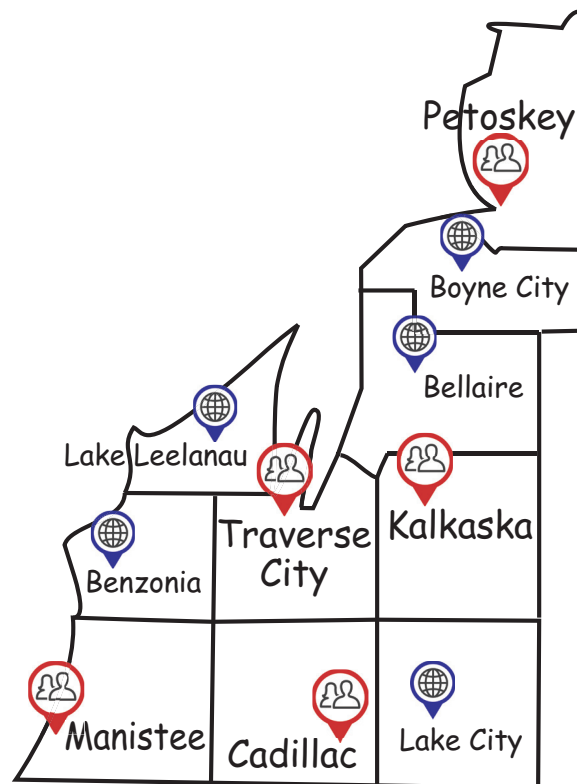
1660 Manistee Hwy
(US 31 South)
Manistee, MI 49660
(231) 723-2535

Petoskey

2225 Summit Park Drive
Petoskey, MI 49770
(231) 347-5150

Kalkaska

103 Third Street
Kalkaska, MI 49646
(231) 258-8889



Centers



Access Points

NWMichWorks.org

Connecting You To Opportunities