

Work Experience Telephone Guidelines for Students

Making a good impression over the phone is crucial when securing a work experience placement. Here are some guidelines to help you succeed:

Before you call:

- Plan and research:
 - Know the name and department of the person you're trying to reach.
 - Research the company and its work to show genuine interest.
 - Prepare a brief introduction of yourself and your reason for calling.
 - Have a pen and paper ready to take notes.
- Practice your message:
 - Rehearse what you want to say confidently and clearly.
 - Aim for a friendly and professional tone.
 - Anticipate potential questions and prepare answers.

During the call:

- Greeting:
 - Start with a polite greeting and introduce yourself clearly.
 - State the purpose of your call concisely.
 - Use the person's title and surname (e.g., Mr. Smith, Ms. Jones).
- Explain your request:
 - Briefly explain your interest in work experience at the company.
 - Mention your relevant skills and qualifications.
 - Ask if they offer work experience opportunities and the application process.
- Be polite and professional:
 - Speak clearly and at a moderate pace.
 - Avoid using slang or informal language.
 - Ask questions actively and listen attentively to their responses.
 - Thank them for their time and consideration.

After the call:

- If you're given further instructions, follow them closely and promptly.
- Send a thank-you email reiterating your interest and confirming next steps.
- Reflect and learn:
 - Think about how the call went and identify areas for improvement.
 - Use this experience to build your confidence for future calls.

Additional tips:

- Choose the right time to call: Avoid calling during lunch hours or peak business times.
- Silence your phone: Ensure no background noise disrupts the conversation.
- Prepare for call screening: Have your information ready if asked by an automated system.
- Be patient and persistent: Don't be discouraged if you don't get through immediately.

By following these guidelines, you can make a positive impression over the phone and increase your chances of securing a valuable work experience placement. Remember, confidence and preparation are key!