

Finding a Job or Apprenticeship

Making a phone call



Ringing an employer is not a social call – it is different to chatting to a friend. It's a business call... so before you ring:

- If you are using a mobile, make sure it is charged, topped up and that you have a good signal.
- If you are using a pay 'phone, make sure you have enough change for the call.
- Know who you want to talk to and have their name or job title written down.
- Have a copy of your CV, any advert, job description or letter to hand in case you need to look at it.
- Have a pen and paper ready to make notes – make sure the pen works!
- You may have to make a call as part of the application or interview process.



When you make the call:

- Introduce yourself... speak clearly and sound business-like. Remember, it's a business call.
- Explain why you are ringing and who you want to talk to.
- Know when you can go for an interview. Sound organised. If you are offered an interview write down the date and time and the name of who you are to see. Read it back so you can check the details.
- Thank the person for their time. Always be polite.
- Don't rush your answers; take your time and answer questions fully.
- Don't mumble – sound enthusiastic and interested.



Tip! Some people say you sound better over the phone if you're smiling and standing up.

Interviews on the phone

Some companies do a quick mini interview over the 'phone before deciding if they'll ask you for a further interview. It's just like a normal interview. Be prepared to answer some questions about yourself, your qualifications and experience.

- Make sure you are somewhere that's quiet with no distractions.
- Don't ignore a number you don't recognise. It might be the employer who wants to speak to you!
- Remember to answer the 'phone politely.
- Don't eat or smoke while you're talking.
- Put notes of anything you want to say by the 'phone. Have a pen and paper ready and write anything down.
- Try to relax and be natural.
- Listen to what the interviewer is saying.
- Ask if you aren't sure what a question means.
- If you have a voicemail system make sure it's on so you can call the employer back if they leave you a message.



Cold calling

You might want to ring a company to find out if they have any vacancies, even if they haven't advertised any. Follow the same rules as before but be extra careful to:

- Explain why you are ringing as the person at the other end isn't expecting your call. (You want to know if the company is likely to have any vacancies in a particular job.)
- Speak to the right person – it may not be the person who answers the phone. (You want to speak to the person responsible for recruitment.)
- Offer to send in your CV so they have a record of your interest.
- Write down any instructions you are given – where to send your CV, and ask them when would be a good time to ring back if they have no vacancies at the moment.
- You might like to follow up your 'phone call with a visit to the company to deliver your CV.



Tip! Always try and research the company before you ring them.