



**Here are some hints and tips on how to have a successful phone call:**

When making a phone call to a prospective work experience employer, it's important to still have a pre-organised plan, as you would when sending an email. Here are some hints and tips on how to have a successful phone call!

- Be polite and cheerful
- Speak clearly and not too fast so you are easily understood
- Make some notes before the call about what you want to talk about, so you don't forget anything
- While you're on the phone, make a note of anything important that you'd need to remember
- Even if you don't feel very confident, try and sound like you do! Take a deep breath before you call and give yourself time to think when asked a question.
- If a manager isn't available at the time, ask if you can leave your phone number or email address for them to get back in touch with you. Alternatively, ask when is a suitable time for you to call them back, asking for the managers name so you know who to ask for
- If the employer is unable to offer you a placement, try not to be disheartened. Thank them for their time, and then move on to the next one on your list.

**Example of a telephone conversation:**

**Employer: Hello**

Student: Hello, my name is Kelly Knight from Ormiston Denes Academy and I'm looking for a work experience placement. Could I speak to the manager please (if you know who you need to ask for you can ask for them by name)?

**Employer: Yes, I'll just get him for you.**

**Hello, I'm the manager (or they will say their name).**

Student: Hello, my name is Kelly and I'm a Year 10 student looking for a work experience placement from 1<sup>st</sup> to 5<sup>th</sup> July 2024, and if possible I would like a job at your restaurant.

**Employer: We can try and help with that. What makes you want to work here?**

Student: I have always been interested in hospitality and providing good customer service, so I feel a career working in a restaurant would be perfect. I just need some experience to get me going!

**Employer: Ok, great. Could you come for an interview tomorrow, after school?**

Student: Yes, that would be perfect thank you, I can be there at 4pm?

**Employer: See you then, bye!**

Student: Thank you, I look forward to meeting you tomorrow, bye!

### **Visiting prospective employers – top tips**

This is similar to making a phone call, so read above, and then the tips below:

- Dress smartly, school uniform is ideal. Your first appearance means a lot.
- Be polite and cheerful
- Speak clearly and not too fast (so you're easily understood!)
- Make some notes before the visit about what you want to talk about, so you don't forget anything
- Remember to introduce yourself, the school or college you go to, and set out the dates you're available for work experience
- Explain a little about why you're interested in this particular industry or company. It will show that you've done research and have thought carefully about where you'd like to do work experience.
- While you're on the phone, make a note of anything important said that you'd need to remember
- Even if you don't feel very confident, try and sound like you do! Take a deep breath before you call, and give yourself time to think when asked a question
- If the employer is unable to offer you a placement, try not to be disheartened. Thank them for their time and move on to the next one on your list.
- Don't give up – you WILL get something