

Phoning an Employer

You might phone an employer in reply to a job advert or to find out if they have any vacancies. Many people feel anxious about speaking directly to a potential employer, but if you prepare well you will make a good impression:

Before you phone:

- Do some research about the company or job before you phone
- Plan what you are going to say - write down a few key questions or notes to have in front of you
- Ask a friend or family member to help you practise – this will help you sound more confident and relaxed
- Its best to phone from a landline as mobiles can be unpredictable, but if you are using a mobile make sure you have a good signal, enough credit and lots of battery charge

The actual call:

- Phone from somewhere quiet where you won't be interrupted
- Have a notepaper and pen nearby to write down any important information
- Have you CV to hand so you can easily answer any questions about your employment history or qualifications
- Take a deep breath, relax and smile
- Speak clearly and don't use slang or swear
- Listen carefully and ask if you don't understand something

Ending the call:

- Confirm any arrangements you have made (interview dates, directions)
- Thank them for their time

After the call:

- Go over the phone call and make any notes – there might be questions you wish you'd prepared for
- Make sure you do what you say you will