

Making a Professional Phone Call

Step-by-Step Guide to Making a Professional Phone Call

1. Prepare Beforehand

- **Know Your Purpose:** Clearly understand why you are making the call (e.g., inquire about a job opening, ask questions about a college program).
- **Have Information Ready:** Gather any necessary information such as your resume, transcript or questions you want to ask.

2. Choose a Suitable Time

- Aim to make your call during regular business hours unless specified otherwise.
- Avoid calling during busy times (e.g., lunch hour) to increase the likelihood of reaching the person you want to speak with.

3. Dialing the Number

- Make sure you have the correct phone number.
- If calling a business or office, find the main contact number rather than a personal number unless directed otherwise.

4. Introduction

- When the call is answered, introduce yourself clearly and politely.
- Example: "Hello, my name is [Your Name]. I'm calling to [state your purpose briefly]."

5. Be Polite and Courteous

- Use respectful language and speak clearly.
- Listen actively and patiently to the person on the other end.

6. State Your Purpose

- Clearly explain why you are calling.
- Example: "I'm calling to inquire about internship opportunities at your company."

7. Ask Questions

- Have a list of questions ready to ask.
- Write down key points or answers provided during the call for future reference.
- Example questions: "Could you tell me more about the application process?" or "What are the next steps after submitting my resume?"

8. Take Notes

- Jot down important details, such as names, contact information or additional instructions.
- This will help you follow up or remember key points from the conversation.

9. Thank Them

- Before ending the call, thank the person for their time and assistance.
- Example: "Thank you for answering my questions. I appreciate your time."

10. Follow Up if Necessary

- If you need to send additional information or follow up on something discussed during the call, ask for the best way to do so.
- Confirm any next steps or actions required on your part.

11. End the Call Professionally

- Politely say goodbye and end the call.
- Example: "Thank you again for your help. Have a great day."

12. Reflect on the Call

- Take a moment to reflect on the call and what you learned from it.
- Consider what went well and if there are areas you can improve for future calls.

13. Follow Through

- If you promised to follow up with any information or actions, make sure to do so promptly.
- This shows professionalism and reliability.

Let's Practice!

Write a script below for a phone call to a local business to request that they sponsor an award at the FFA banquet. When done, practice the phone call with another officer.