RE-ENTRY EMPLOYMENT SERVICE PROGRAM

Reducing recidivism through employment

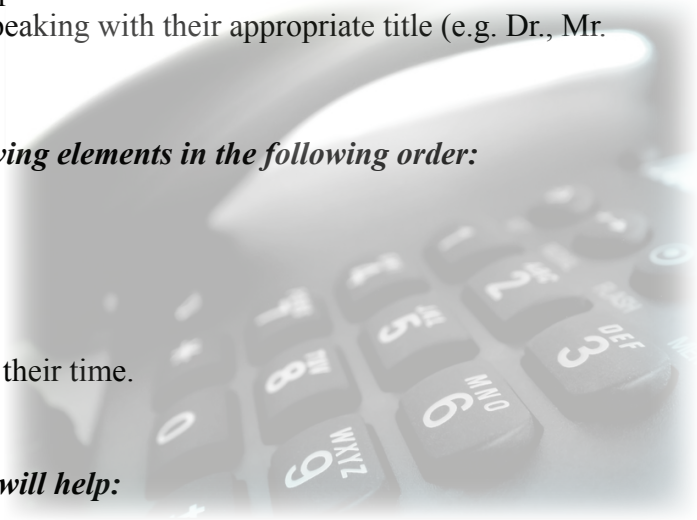
IDES
ILLINOIS DEPARTMENT OF EMPLOYMENT SECURITY

# TELEPHONE ETIQUETTE: IT'S MORE THAN BEING POLITE

A significant part of the networking/job search process involves talking on the telephone. Placing a call to a potential employer or career contact can cause anxiety. With practice, you can gain the confidence and poise you need.

***When speaking to or leaving a message for hiring managers or recruiters, it's important to remember these basic etiquette tips:***

1. Have all your notes in front of you BEFORE you place the call.
2. Write down a general script of what you want to say. This includes what you want to say in a voicemail, just in case the employer is not available.
3. Speak clearly and don't chew gum.
4. Take notes on all information you are given.
5. Date your notes and write down with whom you spoke to for future reference.
6. Always address the individual to whom you are speaking with their appropriate title (e.g. Dr., Mr. or Ms.)



***Your telephone conversation should include the following elements in the following order:***

1. Introduce yourself.
2. Identify the person with whom you wish to speak.
3. Explain the purpose of your call.
4. Ask for the information you desire.
5. When the conversation ends, thank the person for their time.

***If it's necessary to leave a message, the following tips will help:***

1. Leave the message slowly and carefully so they can take notes without having to replay the message
2. Always leave your name and number twice...name at beginning and end of message, and phone number at end of message ( and repeat it back to them)
3. Let them choose when to call you back by stating in the message "please give me a call at your earliest convenience."