

TIPS FOR MAKING PHONE CALLS



If your call goes to voicemail, don't be afraid to leave a message. Clearly say your name and phone number, and a little bit about what you want to talk about. You can say if it's okay/safe to leave a message for you.

When you talk to someone on the phone, take notes.

Who did you talk to? What is their name and job?

What day and time did you talk?

What action will come next? Did either of you promise to do something?

WHAT TO SAY IN A PHONE MESSAGE

Hi [name of person you are calling]. **This is** [your name]. **Please call me back at** [your phone number]. **I would like to talk to you about** [a question you have, something you need, or a problem you want help with fixing]. **Thank you.**

If the person you are trying to reach doesn't call you back, you can try these things:

CALL BACK

It's okay to phone more than once. Leave a message with your name, phone number, and why you are calling.

EMAIL THE PERSON TO FOLLOW UP IN WRITING.

Say that you called and explain what you want to talk about. It can be helpful to have this written record.

CALL AND ASK FOR THE PERSON'S BOSS. TELL THEM:

- who you are trying to talk to
- how many times you have tried
- what you need to talk to them about