



Approach Letter Follow Up Call Scripts

After you send the letters, it is important to follow up with the phone call. When doing so, you might want to use the following info to press through the obstacles of getting that appointment:

Assume you will get the consent of the person you are contacting. You are only one person and you need only one career position out of all the thousands that exist. You have taken the time to be thorough in your research and in your approach. If you run into trouble getting through, do not be discouraged. Be persistent. (Continued problems at this step are sometimes connected to personal fear--yours and theirs! Or you may want to reassess if this is what you really want--it may not be your passion.)

Once you reach the secretary or assistant, your conversation will go something like this:

"Hello, my name is _____, and I'd like to speak with _____."

The assistant may give one of three answers:

"He/she is not in," He/she is busy," or "One moment, please."

If he/she is not in, you say, "Fine, I'd like to leave my number." Of busy, you say, "Fine, I'll call back. What's a good time?"

Always ask for the assistant's name--you have now started another relationship.

Phone work is a way to test your communicative skills. Nowadays people are more relaxed about business; it has become more human. By telephoning, you will learn how to establish rapport. You will need the assistant's cooperation. Some examples of my clients' experiences may help.

If the assistant asks "What is this concerning?" Your response should be truthful and concise: "Mr./Ms. _____ is expecting my call." And, that is true. Remember, the last paragraph of your letter?

The assistant may say, "Let me put you through to the Personnel Department." You respond, "That won't be necessary since I'm not calling to apply for a job." And you're not. You are investigating, not applying. Not yet. (You have not even "dated" yet.)

Request that you would like to speak to Mr./Ms. _____. If the individual is in a meeting, either leave your number or ask the assistant for a convenient time to call back.