

## Work Experience – Telephone Skills

The first contact you make with an employer will probably be by telephone so you need to make a good impression. Appropriate telephone skills will encourage the employer to listen to you and give you a chance.

It is quite common to be nervous before making important telephone calls so it is a good idea to practise what you want to say.

Prepare what you need to say, using the list below, practise your telephone skills. Make sure you sound keen and interested in the company - you need to make a good impression so that you get the placement!

Remember to include the following details;

- *Your Name*
- *Age and school year*
- *Alde Valley Academy*
- *Looking for a one week work experience placement*
- *Dates*
- *Show your interest – tell them relevant facts about yourself, e.g.: school subjects, hobbies, interests and why you want a placement with them..*
- *If they say 'yes', ask for the name and contact details of the person the school should write to.*
- *Complete the 'Contact details' form and return it to Miss Hinchliffe as soon as possible.*

