Phone Call Skills for Work and Life

Read the checklists. Write a script for each phone call below, then practice it out loud.

Name _____ · Date _____

Telephone etiquette

Did you:

- [ ] Speak clearly?
- [ ] Have a cheerful and positive tone?
- [ ] Focus on the call?
- [ ] Stay polite and professional?
- [ ] Take turns speaking and listening?

Making calls

Did you:

- [ ] Identify yourself?
- [ ] Identify the purpose of the call?
- [ ] Confirm it's a good time to speak?

If yes: Speak!

If no: Find out when you can call back!

Leaving messages

Did you:

- [ ] Identify yourself?
- [ ] Identify the purpose of the call?
- [ ] Leave a number where you can be reached?

Scenario 1: Making a Call

You are calling your supervisor, Alex, because you missed the bus and will be late to work.

Script:

Scenario 2: Leaving a Message

You are calling your boss to see if you can come in late. He doesn't answer, so you leave a message.

Script:

Scenario 3: Answering the Phone

Your coworker is calling you at home to see if you can change shifts with him.

Script:

Scenario 4: Taking a Message

At work, someone is calling to speak to one of your colleagues who isn't in. Fill in the message slip.

WHILE YOU WERE OUT

For _____ Time _____

Who called _____ Number _____

Message _____

Tip: Practice each script out loud, alone or with a partner. Then ask: "What can I do better or differently?"

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Phone Call Skills for Work and Life (page 2)

Make a real phone call to get help or ask a question. Plan it here first.

Step 1: Choose your call

Identify an area you would like to get assistance with or a call you need to make to get help.

Ideas: book an appointment, ask a store if a job is open, call a bus line about a route.

Step 2: Who will you call?

Company or person

Phone number

Step 3: Write your script

Write what you will say: your issue, in your own words, and your contact information.

Start like this: “Hi, my name is ____. I’m calling about ____. Is this a good time to talk?”

Step 4: Plan a message

Prepare a message in case you don’t get an answer.

Try: “Hi, this is ____. I’m calling about ____. Please call me back at ____. Thank you.”

Step 5: Make the call, then reflect

What went well?

What could be improved?

Tip: Before you dial, check your script against the three checklists on page 1.

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