

Phone Calls

A simple phone call can help you get information or it can give you the chance to tell your ideas and share your facts with someone. When you make a phone call, follow these tips:

1. Before calling, fill out the phone guide below with the information that you want to talk about in the phone conversation.
2. Have paper and a pencil handy for note-taking.
3. When someone on the other end of the line picks up, always introduce yourself by giving your name, grade, and school.
4. If the person you are calling is not there, ask what time he or she will be back. Write down the time and call back then.
5. If you need to leave a message, make sure to leave your name, grade, school, phone number, the best time to call you back, and a short message about why you are calling. Most times, your call will be returned. If not, don't be afraid to call back as many times as it takes. Just be polite.
6. If you are able to speak with your contact person, before engaging in a long conversation ask if it is a good time to talk to show that you are respectful of their time.
7. While you have your contact person on the phone get the correct spelling of his/her name, title, mailing address, and phone number.
8. Say thank you before saying goodbye.

Here is a phone guide for you to fill out before you make your calls:

Phone Guide	
Contact Name:	Contact Address:
Contact Title:	Contact Phone Number:
Contact Organization:	
Hello, may I please speak to (contact name)_____?	
My name is _____ and I am in ____ at _____ school.	
I am calling to speak to you about....	
Why you are calling. What you want to say or ask:	

Notes. Write down what your contact tells you:	

Thank you very much. Good bye.	
YOUR INFORMATION	
Name of your school:	Your Organization:
School Address:	School Fax Number:
School Phone Number:	