



# CAREER DEVELOPMENT CENTRE

## ASPER SCHOOL OF BUSINESS

## Telephone Etiquette 101

***“ Once you distribute your resume to prospective employers there are several things that you can do to prepare for an unexpected call”***

You’ve just sent your resume to a number of companies and you are now patiently waiting for “the call”. This brief but important conversation is going to contribute to their first impression of you. If prepared you will come across sounding confident and professional.

This sounds like common sense but we’ve seen and heard it all. There was one student whose answering machine message was his impression of a mad cow. As you can guess, his candidacy for the job ended immediately. The interviewer did not leave him a message and he never knew that he had even gotten “the call”.

A good tip is to let everyone in the house know that you are expecting this call. This will give them the opportunity to sound professional as well. There is nothing worse than your little sister answering the telephone and then yelling down the stairs  
*JOHNnnnnnn....TEll...Eeeee...PHONE .*

### **When an employer calls to set up an interview you should:**

- Keep a notepad and pen beside the telephone to record the details. Make sure you ask:  
Where, When, and With Whom.
- Turn off the television or radio BEFORE you answer the telephone
- End on a positive note “ *Thank you, I look forward to meeting with you*”

### ***SMILE !***

**It will come through in your voice.  
Experts say that when you speak on  
the telephone 70% of impression is  
set by vocal quality and 30% by  
content.**

### **Answering Machines**

Many students do not realize the importance of an answering machine/voice mail in their job search. If you do not already own one, you may consider investing in one soon. An employer will only attempt to contact you twice before moving on to the next candidate.

Your recorded message can often result in a first impression as well. The question that you need to ask yourself is “Will my message enhance or detract what a potential employer will think of me?”

### **Guidelines:**

- Your message should sound polished professional
- Do not use sound effects or gimmicks (this is not the time to be cute or funny)
- Be brief, speak loud and clear
- Return all messages promptly

*“Hello. You have reached (phone # or name). I’m not available to take your call right now. Please leave your name and phone number and I will return your call as soon as possible.”*

### **Telephone Interviews:**

On occasion an employer will conduct a first interview over the telephone. They will usually set up a time in advance. This gives you a chance to prepare:

- Have a copy of your résumé by the phone as well as a notepad and pen to take notes
- Freshen up; brush your hair, teeth etc... You want to feel professional and interviewing in your housecoat won’t give you the confidence that you need
- Sit down and get comfortable
- Do not answer your call waiting
- Prepare yourself as you would for any other interview