

STEP ONE

To practice this important skill, you can call us. The City LLEN works with schools to support the transitions and pathways of students so we know all about education, careers and employment.

You can ring us and we can have a real conversation about your career goals or we can pretend you are applying for a job.

WHEN TO CALL US?

Tuesdays and Wednesdays 2.00pm to 4.30pm

☎ 0435 421 376

STEP TWO

WHAT TO SAY?

There are 2 opening lines you can use to start the phone call, from there we will guide you through the conversation. Remember we are expecting your call and want to help you.

Hello my name is (your name) and I am ringing because I would like some phone practice and would like to talk about my study and career options.

OR

Hello my name is (your name) I am ringing because I would like to talk to someone who can tell me more about working for (insert the name of your pretend job – your fast food shop, your clothes shop, your café, your hotel, your hospital etc).

The LLEN program is supported by the Victorian Government through the Department of Education and Training.



Phone Call Practice for School Students

Because part time work depends on it

Capital City Local Learning & Employment Network



Do you feel nervous at the thought of making a phone call to a stranger?

A bit anxious to ring an employer for part time work?

Worried your spoken English is hard to understand on the phone, need some practice?

Despite modern technology many employers insist on a phone call, you cant text or email to communicate all the time and when you get the job, making a phone call is an important skill you need to have.



STEP THREE

QUESTIONS YOU CAN ASK

For careers phone calls:

How long does the course go for?

Are there other ways to find a career in (health, law, horticulture etc)?

What are the skills and personal attributes most suited to a career in (health, medicine, construction, security, graphic design etc) ?

What subjects do I need to study?

For employer phone calls:

Can you tell me how many other people work there?

Where can I find more information about the pay rates?

What are you looking for in an employee?

How often will I have to speak on the phone?

What is the duration of a typical shift?

THEN

What happens if the line is busy or the call goes to messages?

There will be times when we are unable to take your call, practice leaving professional messages and we will call you back, say:

Hello my name is: (your full name) I would like to speak to someone for a practice phone call on careers, please call me back (provide the best times to catch you) on (say your number slowly and repeat it so we have time to write it down)- we will then phone you back during the time you requested.



NEED MORE INFORMATION?

 0435 421 376

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www.cityllen.org.au

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