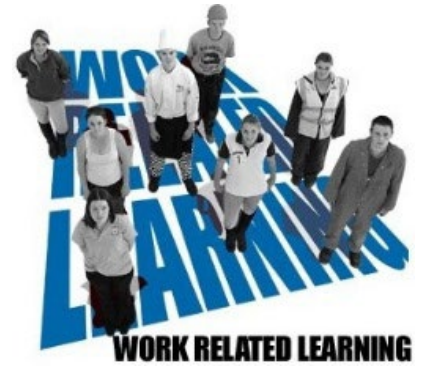


Work Experience: Telephone Call Prompt Sheet



When telephoning your placement, you need to check several details. Use the prompts below to help. Make sure you have a pen and paper handy, so you can write down the information you get!

Remember – be polite, first impressions matter!!!

Introductions:

Hello, my name is _____, I'm from Woodchurch High School and I'm ringing regarding my Work Experience placement with you, between (give dates and days).

Asking for the Right Person:

Please may I speak to _____. Thank you. (If the person you need to speak to is unavailable, ask when would be best for you to ring back).

What you Need to Know:

When you get through to the right person, ask the following questions:

1. What time should I arrive at my placement?
2. What time should I expect to finish?
3. What should I wear – do you have a 'dress code'?
4. What are the arrangements for lunchtime?
5. Is there anything else I need to know?

If you don't understand an answer you are given, ask the question again

Inform your placement if you have any special requirements / needs, such as medical considerations or physical impairment etc.

Finally:

Thank you for your time, I appreciate you allowing me to do my Work Experience with you. I look forward to meeting you.