

## Using the Phone

Before calling someone on the phone, make sure to:

- Know who you are calling and why
- Find out the name and number of the organisation by searching online or by ringing Directory Enquiries
- Ask permission from the person you are talking to if you plan to record the conversation

Name of person: \_\_\_\_\_

Name of organization: \_\_\_\_\_

Phone: \_\_\_\_\_

**Think about the questions you want to ask**

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

**Write out your explanation for calling**

**Take notes on the main points of the phone call and think about what follow-up action might be needed.**

Main Points

1. \_\_\_\_\_

2. \_\_\_\_\_

Follow up

1. \_\_\_\_\_

2. \_\_\_\_\_

