

Using the Phone

- Know who you're calling and why; find out the name and number of the organisation by searching online or by ringing Directory Enquiries.
- If you're recording the call you must first ask permission from the person you are talking to.

Name of Organisation: _____

Phone: _____

- Think about what you want to ask first then write out the key questions.

- Say who you are and why you are phoning.

- Make a note of the name of the person that you speak to.

Name: _____

- Be polite and thank the person for helping you.
- Write out the main points of the phone call and what follow-up action, if any, needs to happen.

Main Points:

Follow-up:

