

COLD CALLING: STEP-BY-STEP GUIDE

Here are some things you can do to prepare for cold calls and some tips on what to do when you make them.

1 Make a list of everyone you know who might be able to help you find a job. This means parents, teachers, relatives, friends, members of clubs to which you belong. Write down their contact details and if you don't have them, get them!

2 Get in touch with everyone on your list and tell them you're looking for work. Ask them for contact details of anyone they know who might be able to help you. Add these to your list.

3 Read through newspaper job ads and search for jobs online. Make a list of any jobs you want to apply for. Subscribe to any relevant email job listings and add any jobs you're interested in to your list. Be sure to write down the name of the person you need to contact at each organisation.

4 Do some research on each of the organisations you plan to call. Find out the basic facts, for example, where they are based, what sort of work they do, how many people they employ etc. Make some notes if you need to.

5 Plan what you will say about yourself and why you want the job. Write a short script you can refer to if you get nervous.

6 Update your résumé and have a copy of it near you whenever you're making a call.

7 Find a quiet place where you won't be interrupted or distracted. If you have access to a landline phone this is better than using your mobile. Have a pen and paper handy. Start cold calling.

8 Introduce yourself to each person you speak to. Try to sound confident and be polite. Be prepared to repeat yourself several times until you get to speak to the person who can help you.

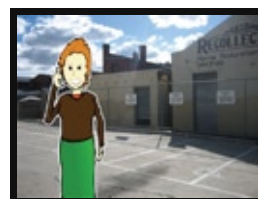
9 Don't let rejections get you down. Focus on the next call and the possibility of success.

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INTERACTIVE GUIDES

For more information, check out our "Cold Calling" interactive guide at youthcentral.



RELATED TOPICS

For information on related topics check the following presentations at youthcentral.

JOB INTERVIEWS

NEGOTIATING CONDITIONS

WHAT EMPLOYERS WANT

KNOW YOUR RIGHTS AT WORK

CONTACT US

youthwebsite@dvc.vic.gov.au
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Melbourne 3001

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Keep a record of who you've called and when. Make brief notes on the conversations you have. This will be useful if you need to return any calls or call again to ask for more details.

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Review your cold calling scripts and make any changes and adjustments as you go. Soon, you'll be so confident you won't even need them!

COLD CALLING: SCRIPT TEMPLATES

Here are some ways you can start your cold calls. Fill in the blanks and have your script handy when you're making your cold calls. If your call needs more specific information than these general scripts, you can always write your own script.

1

Good morning, my name is _____ and I'm enquiring about the _____
I saw advertised in the _____ on the __ / __ / __ . I'm keen to find out more about it.

2

Hello, my name is _____ and I'd like to speak to the human resources manager please.
I'd like to discuss the possibility of doing work experience with your organisation.

3

Hello, my name is _____ and I'm wondering who I can speak to about your
graduate recruitment program.

4

Good afternoon, I'd like to speak to _____ , please.

My name is _____ and I'm hoping to find out about any upcoming employment
opportunities with your organisation.

5

Good morning, my name is _____ . I'm interested in future employment opportunities
with your organisation. I'm calling to find out the name and address of the person I should send my résumé to.

HERE ARE SOME WAYS YOU CAN FOLLOW UP A COLD CALL

1

Hello, _____ . How are you? It's _____ here. I'm just calling to check that you received my
email with my cover letter and résumé attached. Can I provide you with any further details?

2

Good morning, I'd like to speak to _____ , please. My name is _____ , I'm just returning
his call about my application for the role of _____ .

COLD CALLING: TEMPLATE FOR CALLS

Write down all the cold calls you make, contacts and any other notes that will help you remember who you've spoken to and what you have to do next.

DATE AND TIME	I SPOKE TO	THEY WORK AT	THEY SAID	I NEED TO
12 MAY, 10 AM	PETER BARKER	Henry's Hammocks, 5 Bell Street, Melbourne 03 8432 2604	Might be a casual job available on weekends! Claire does the hiring, she works Wed- Fri.	Call Claire next Wednesday