

## TELEPHONE SCRIPTS

In each of the scripts provided, there are codes used to designate who is speaking. They are as follows:

YOU	=	you
GK	=	A secretary or other gatekeeper who is preventing you from accessing the “boss”.
BOSS	=	You guess who this is
NAME	=	To prevent boredom, sometimes we use a name for a person, usually Mr. Jones or Ms. Jones
HR or HA	=	Human Resources (HR), sometimes known as a Hiring Authority (HA).
NC:	=	Networking Contact

Sometimes I use Mr. Jones and sometimes Ms. Jones. If you are counting how many times one is used over the other, then you are not focusing on the right things in your job search. If you find that these scripts work better for you when written another way, by all means do so. When you find ones that do work for your or in certain situation, send them to me and I will acknowledge you in the next book.

NOTES: I WILL PROVIDE YOU NOTES AND THOUGHTS ON SOME OF THE SCRIPTS AT THE BOTTOM OF EACH. READ THESE CAREFULLY BEFORE YOU ATTEMPT TO USE THE SCRIPT. **ALSO**, PLEASE, PLEASE PRACTICE WITH SOMEONE (PREFERABLY YOUR SEARCH PARTNER) **BEFORE** YOU GET ON THE TELEPHONE!

### 1. BYPASSING THE GATEKEEPERS OF THE WORLD...

GK: Mr. Smith’s office, Jane Doe speaking.

YOU: Hello Jane, my name is YOU. Is Mr. Jones in please?

GK: Mr. Jones is (IN A MEETING, OUT OF THE OFFICE, VERY BUSY, NOT TAKING CALLS RIGHT NOW, AND HUNDRED OTHER STATEMENTS). May I ask (HOPEFULLY THEY WILL BE THIS NICE) the purpose of your call?

YOU: Yes, of course. I told Mr. Jones that I would call him this week. Is he available now?

*A note to you here: if you’ve followed my advice in the book, you will have already called someone else in the organization and received a referral to Mr. Jones so that you can use the referring source’s name and she will let you through more easily.*

GK: Mr. Jones didn’t mention you were expected to call. What company are you with?

YOU: I am YOU with (YOURSELF, YOUR CURRENT COMPANY OR WHATEVER YOU WANT TO USE HERE) \_\_\_\_\_. I had assumed that he had received my letter. If he isn’t available right now, when would be a better time to call him back?

GK: Give me your number and I’ll pass it on to Mr. Jones.

YOU: Thanks Jane. My number is \_\_\_\_\_. Occasionally, I am away from my phone so if you don’t mind, I will just call him back (TOMORROW, FRIDAY, NEXT MONDAY, ETC.).

**NOTES:**

1. Always be friendly.
2. Always use the person's name a lot in the conversation.
3. AVOID any conversation or mention that you are looking for a job!
4. If the gatekeeper acknowledges receipt of your letter and has been instructed by BOSS to send you to HR be sure and tell her that you appreciate her efforts on your behalf. NOW, GET THE HR DIRECTOR'S NAME OR DEPT. HEAD NAME WHERE YOUR RESUME HAS BEEN SENT!
5. When you call the person in #4 above, be sure and mention Mr. Jones or the referring source and say: MR. JONES' OFFICE SAID I SHOULD CONTACT YOU.

## **2. THEY HAVE YOUR LETTER AND RESUME AND YOU ARE CALLING THEM 1<sup>ST</sup> TIME.**

In this scenario, you saw an ad on the web or in the paper, and responded by sending your resume and a cover letter. Also, you could have read an article in the newspaper and decided to write them on the off chance that they might have something for which you are qualified, overqualified or under qualified or a spot opportunity exists (see the RAH letter pack).

YOU: This is YOU calling. I read in the (state where you read the article) that you are (whatever the article states) and this has prompted my call.

After reading the article, I wanted to explore possible matches between my skills and needs you might have. There are several roles I might fill and I have had considerable experience in (YOUR TWO MAJOR SKILLS THAT YOU THINK THEY MIGHT NEED OR ARE ADVERTISING FOR).

I also have proven successes in:

- |  |                              |
|--|------------------------------|
| → P & L Performance                      | → JIT – Lean Manufacturing   |
| → Inventory Control and Auditing         | → OSHA/DOT/FDA/ISO 9002      |
| → Supply chain Infrastructure Management | → Labor Management Standards |

**Do these sound like skills you might use at your company? SHUT UP AT THIS POINT AND LISTEN!**

HA: How do you, YOU, think you might fit into our company?

YOU: There are several roles where I might fit. I have had experience in ISO 9002 compliance (OR WHATEVER YOUR FIELD IS). Do these skills sound like ones that would be valuable to (USE COMPANY NAME HERE)?

HA: Well, YOU, my schedule is really hectic for the next several weeks. Why don't you send me your resume and I'll look it over and send it onto the appropriate person. If it is something we want to pursue, we'll call you.

YOU: Next Tuesday (OR WHATEVER DAY YOU CAN) I will be in your area. On my way back from my meeting, I would like to drop my resume off and perhaps we might spend a few minutes together. Is this possible?

### 3. IF THIS CAN'T HAPPEN LIKE THIS GO TO THE FOLLOWING:

YOU: I appreciate the fact that you are busy. I will get the resume to you today/tomorrow. I'll call in (**state number of days**) to make sure you've received it and to determine how we proceed from that point. I really appreciate your time and thank you for your personal consideration.

#### NOTES:

1. If an immediate meeting or one in the near future is possible to schedule, schedule it and get off the phone.
2. Don't bore the HA or waste their time.
3. Don't over sell. Don't over share! Too much conversation affords the HA opportunity to find an excuse to not schedule with you or postpone the meeting.

### 4. DEALING WITH RECRUITERS

First, let me refer you to my friend, Daryl Gurney, who is a recruiter and in his book, *Headhunter's Revealed*, you can learn all about how to work effectively with recruiters. Short of purchasing his book, here are a few quick and dirty phone tips.

YOU: Make the call to a recruiter.

GK: Hello, Arizona Career Marketing Group, how may I direct your call?

YOU: My name is YOU and three days ago I sent my resume to firm. I am calling to verify that it has been received and I would also like you to direct me to the appropriate person to speak to.

NOTE: She or he (GK) may not know if your resume came in or not. If they do, they will send you to the right person. If not, they probably will ask you what job you are applying for. If there is no job, you tell them your area of expertise and ask to speak with the MOST SENIOR recruiter in the office dealing in this area.

GK: Your resume has been forwarded to Ms. Jones. I will ring her now.

HA: This is Martha Jones, how may I help you.

YOU: This is YOU. My resume was sent to you several days ago and I am calling you to find out a few things. First, how does it look to you? Are there any suggestions you might make on improving it?

HA: Your credentials look good but the format is poor. Call Fred Coon at [www.resumeresults.net](http://www.resumeresults.net) and let them make you a superstar. (SORRY ABOUT THAT).

HA: Your credentials look good and your background is solid.

YOU: Are you currently working on any job orders or assignments that might be a match with my background?

HA: I don't have anything right now.

YOU: Is there anyone you know in the recruiting field that might be working on a job order calling for my skills and background. Are you aware of any companies that I should be sending this to? Do you have any working relationship with: NOW LIST YOUR TARGET COMPANIES IN HOPES THAT ONE MIGHT RING A BELL AND GET HER OFF HER DUFF. Don't know about target companies? Go to [www.resumeresults.net](http://www.resumeresults.net) and search there under Target Companies.

HA: I'll check around in the office and see if anyone has anything. (SURE YOU WILL...STROKE, STROKE).

YOU: Thanks very much! (With enthusiasm). Ms. Jones, let me ask you one more thing. What's going on in the market right now?

HA: Not really sure, seems down, especially in IT right now, but we expect that to come back this year. If I run onto anything, I'll call you, ok?

YOU: Great! I'd like to leave it so that I'll call you in a couple of days to follow up on your queries into job opportunities. If I haven't heard from you by (PICK A DATE HERE), I'll call you.

NOTES:

1. They work for the company, not you. They will not present anyone to a company that isn't qualified, is a job jumper or other things that might not be a near-perfect match. WHY? Because if you don't work out, they don't get paid and more important, they won't get repeat business.
2. Follow up, follow up, and follow up. Stay on them till they send a death squad to get rid of you.
3. Make a note to follow up at least every two weeks with each recruiter you contact.

## 5. DEALING WITH TRADE ASSOCIATIONS

GK: Good morning, National Association of \_\_\_\_\_. How may I help you?

YOU: Good morning, my name is YOU and I am sure you can assist me. A few days ago, I sent my resume to **(MR./Ms./ Association Director or President)**, and I am following up. Is (HA) in this morning?

GK: Yes, just one moment please.

HA: Good morning, Ms. Jones.

YOU: Hi! My name is YOU, and several days ago, I sent my resume to you. I was hoping that you might assist me by guiding me in my job search. My skills lie in (TWO, THREE, FOUR) areas. My primary strength area is (STATE THAT HERE). What I am looking for from you is to get your thoughts about anyone in your membership that might use my skill set.

My strengths are:

- P & L Performance
- Inventory Control and Auditing
- Supply chain Infrastructure Management
- JIT – Lean Manufacturing
- OSHA/DOT/FDA/ISO 9002
- Labor Management Standards

Can you think of any company or member of your organization to whom I should direct my resume?

HA: You have good credentials but that is not the procedure we follow here.

YOU: I understand. Do you have a list of member companies available or on the web?

HA: Yes we do. Go to [www.association.org](http://www.association.org) and there you will find a list of member companies.

HA: No, we do not give out our list of member companies.

YOU: Thank you for your time. I hope you can empathize with the position in which I find myself. Can you suggest where I might look to secure such information? Can you tell me the SIC codes for the types of companies that are members. That way, I can look in the library or on the web to discover companies that might be part of your organization.

HA: You have a nice background but I don't handle that here. Ms. Smith handles referrals. I'll transfer you to her now.

HA2: Hello, this is Jennifer Smith.

YOU: Hi Jennifer, my name is YOU. Ms. Jones said I should call you to secure the list of member companies (or whatever they said you could have). At this point, get whatever you can.

NOTES:

1. Keep each conversation light. Remember, these are bureaucrats and are risk-averse. Any perceived threat would put them off.
2. No matter what, follow your conversation with a letter of thanks.
3. Call the head of the association again and try to strike up some sort of relationship.
4. Find out if there are local chapters and when they have scheduled meetings. Then attend them.

## **6. USE THIS ONE WITH ALL YOUR NETWORK CONTACTS**

NC: Bill Smith, who's this?

YOU: Hi Bill, this is YOU. Last week I sent my resume, along with a cover letter, explaining my objectives in my current job search. Did you receive these AND HAVE YOU HAD A CHANCE TO LOOK AT THEM YET.?

NC: Yes, YOU, I did.

YOU: I really appreciate that, NC. While you and I have (**only met a few times, known each other a short while, don't know each other well, know Tom in common, or whatever the situation is**), I hope you learned a little about me when you read the documents. Is this a convenient time for us to spend a few minutes together?

NC: Yes, YOU, no problem. (**Otherwise, reschedule now and get off the phone.**)

YOU: How does the resume appear and do you have any comment about it? Do you see any areas where I need to fill in some blanks or add anything?

NC: No, YOU, I don't. It looks good to me.

YOU: My objective is (TELL THEM WHAT YOU WANT TO BE WHEN YOU GROW UP) in a (TYPE OF COMPANY). I am focusing on the (TELL THEM THE INDUSTRY), given my background. You are knowledgeable in this field so I'm asking you to tell me if I'm on the right track with this industry focus.

NC: Your focus makes sense to me. Have you also considered (????????). As you know, YOU, things are really tight in our industry right now but with your qualifications, you shouldn't have many problems in securing a position.

YOU: Thanks, NC, that makes me feel a lot better. You are right. Things are tight. That is why I've called you. I wanted to "pick your brain" for a minute about people or companies I should be targeting or talking to. I thought I'd ask you to keep your ear close to the ground and if you hear of any openings or possible openings, you would inform me.

NC: No problem, YOU, I will be happy to do that. Let me give this some thought and I'll call you if I come up with anything.

YOU: Great, NC, I appreciate your kindness. Tell you what, I'll call you from time to time on how things are going and keep you up to date on my campaign. Will that be ok?

NC: Yes, I would appreciate that.

NOTES:

1. Follow this with a letter of thank you.
2. Keep in touch with this contact throughout your search. You just never know.
3. Remember, it is not knowing them, it is who they know that counts.

## 7. CALLING ON THE PRINTED AD OR KNOWN WEB AD

This script, when slightly modified, can be used in a number of letter situations.

YOU: Ms. Smith, this is YOU. Last week, I sent my resume in response to your (JOB TITLE HERE) because it seemed to me that I was a good fit, based upon the criteria mentioned in your ad. Have you received my resume?

HA: I'm not sure, we have received so many. They are in a file and that is in another location in the building.

YOU: I am sure you received many responses. It seems like a great job. I value your time and I'll be brief.

My qualifications are:

- |  |                              |
|--|------------------------------|
| → P & L Performance                      | → JIT – Lean Manufacturing   |
| → Inventory Control and Auditing         | → OSHA/DOT/FDA/ISO 9002      |
| → Supply chain Infrastructure Management | → Labor Management Standards |

These are the type of skills you are seeking, aren't they?

HA: Yes, they are. OR They seem to be. OR I haven't seen your resume but your skills sound good.

YOU: Wonderful! When will the interview process begin? I would like to schedule an appointment to discuss my credentials.

HA: Next Tuesday.

YOU: Ok, give me a second (PRETEND YOU ARE CHECKING YOUR CALENDAR).....It seems I am free next Wednesday afternoon. Will that be good for you?

HA: Well, first, we will be going through the resumes and making a determination as to who is qualified and who isn't. Then, we will call those people to schedule an interview.

YOU: That sounds like a plan. After looking over my schedule, I find that I will be in and out during the next week. Let's try this, if you don't mind. If I haven't heard from you by this (SET A DATE), I will call you. When is the best time to give you a buzz?

HA: States time or says: We'll call you.

YOU: Thank you very much for your time and consideration. I look forward to speaking with you soon.

NOTES:

1. Practice, practice, practice this script.
2. The purpose is to secure an agreement (although an implied one) that you can speak with this person once again.
3. Following this course of action should set you apart from many of the other candidates that call.
4. Don't oversell or be too enthusiastic at this point. "Just gathering the facts ma'am."