

## Telephone Etiquette: It's More Than Being Polite

A significant part of the networking/job search process involves talking on the telephone. Placing a call to a potential employer, HR department, or contact person can cause anxiety and nervousness. You can be prepared by practicing the etiquette tips on this page, and through practice you will have the confidence to land that desired position.

**When speaking to or leaving a message for hiring managers or recruiters, it's important to remember these basic etiquette tips:**

1. Have all your notes in front of you **before** you place the call.
2. Write down a general script of what you want to say. This includes what you want to say in a voicemail, just in case the employer is not available.
3. Speak clearly and don't chew gum.
4. Take notes on all information you are given.
5. Date your notes and write down with whom you spoke to for future reference.
6. Address your contact person with their appropriate title: Mr, Mrs, Ms, or Dr.

**Your telephone conversation should include the following elements in the following order:**

1. Introduce yourself.
2. Identify the person with whom you wish to speak.
3. Explain the purpose of your call.
4. Politely ask if they have time to take the call.
5. If they are busy and can't take the call, simply ask for a time to call back.
6. Ask for the information you desire - be clear and concise with your message, but keep it simple.
7. When the conversation ends, thank the person for their time.

**If it's necessary to leave a message, the following tips will help:**

1. Leave the message slowly and clearly so they can take notes without having to replay the message.
2. **Always leave your name and number twice**...at the beginning and end of the message.
3. Tone of voice is critical when leaving a message - balance between professional, pleasant and positive.
4. Let them choose when to call you back by stating in the message "please give me a call at your earliest convenience."

Connect with your COIII to learn more about the Second Chance Centers. Upon release email [dersreentry@azdes.gov](mailto:dersreentry@azdes.gov) to connect with an employment specialist. You can also Schedule a Virtual Appointment to meet with an employment specialist from our DES website <https://des.az.gov/services/employment/job-seekers>