



Title: Phone Etiquette

Grade: 9

Career Development Model:

Self-Awareness • Career Planning & Management

Nebraska Career Readiness Standards:

- Contributes to employer & community success
- Manages personal career development

Objective:

- Students will conduct phone calls to inquire about potential jobs of interest.

Materials and Supplies Needed:

- “Do’s and Don’ts” handout (copies needed)
- “Phone Etiquette Role Play” handout (copies needed)

Class Instructions:

1. Discuss with students how when looking for a job they will have to call potential places of employment to inquire; meaning to find out if the job is still available and to set up an interview and sometimes have an actual interview over the phone.
2. Ask students what kinds of things should they do and what kinds of things should they avoid when calling about a job opportunity?
3. List the dos and don'ts that the class comes up with on the board.
4. Distribute the “Dos and Don'ts” handout to the class, and discuss the connections between them and the list the class generated.
5. Instruct students that they will do a role play with a partner in class, inquiring about a job.
6. Distribute the “Phone Etiquette Role Play” handout. Instruct students to each choose one of the job postings to call about. Students will take turns being the inquirer and the interviewer. Instruct students that they have approximately 15 minutes to

practice role playing, then they will present. Teachers may want to create roles to structure the role plays.

7. After the role play, students will give each other feedback and teachers will give students any feedback.
8. The class will have a discussion about the feedback they got and what they did well and what they need to improve on in the future. Ask students if they would feel confident in calling to inquire about a real job and interviewing for a job on the phone. It is very common in job searches to have to interview over the phone successfully, first, before employees will invite applicants to interview in person. Phone etiquette is important!

Credits/Sources:



"Making my Future Work: A College and Career Readiness Program", U.S. Department of Education, Institute of Education Sciences.

<https://www.csuohio.edu/cehs/mmfw/making-my-future-work-0>

DOS AND DON'TS

WHEN CALLING TO INQUIRE ABOUT A JOB

Do:

- Know the job that you are inquiring about and have an idea of the potential duties that will be expected of you.
- Research the potential place of employment before you call.
- Have your resume in front of you during the phone call.
- Have a notepad and a pen so you can note important information.
- Find a quiet place to make the phone call.
- Speak clearly and slowly. Smile while speaking; a smile can be heard in your voice.
- Introduce yourself and explain why you are calling.
- Politely ask to speak to the person in charge of hiring.
- Be kind, patient and polite.
- Thank the person for their time.

Don't:

- Call without being prepared.
- Procrastinate calling; you could miss out on the job.
- Eat, chew gum or drink anything that is noisy.
- Sneeze or cough into the phone.
- Speak negatively about your past places of employment or employers.
- Be demanding or rude.
- Call from a place that is noisy or there could be distractions that would take you away from the call.
- Call when you are in a rush.
- Interrupt the person on the other line.
- Put the other person on hold for call waiting.

PHONE ETIQUETTE ROLE PLAY

Instructions: Each partner chooses a job posting to call and inquire about. Each partner takes turns being the inquirer and the interviewer. The inquirer should keep in mind the do's and don'ts we came up with in class and those on the handout. The interviewer should follow the script below, but can feel free to appropriately add on in response to the inquirer.

Job Posting #1	Job Posting #2
Help Wanted: Cashier. Hilda's Bakery Part time, afternoons and weekends. No prior bakery experience necessary. Call 555-222-3333	Help Wanted: Host/Hostess. Donatello's Restaurant. Part time, weekends only. Call 123-456-7899

INTERVIEWER SCRIPT:

Interviewer: Good afternoon, (name of business) how can I help you?

Inquirer responds

Interviewer: I am Jane (or Joe) Dough, the office manager. I am in charge of hiring. Tell me a little about yourself. Have you ever worked as a (job title)?

Inquirer responds

Interviewer: What makes you want to be a (job title) at (name of business)?

Inquirer responds

Interviewer: When can you come in for an interview?

Inquirer responds

Interviewer: How about (name a time and day)?

Inquirer responds

Interviewer: Great, thank you for calling. Good bye.