

Fact Finding Phone Script

GETTING YOUR FOOT IN THE DOOR:

For Large Companies:

Hello. May I have the Human Resource Department, please? (Or, ask for the person who does the job.)

For Small Companies – start at the next step.

INTRODUCE YOURSELF TO THE “EXPERT”:

Hello, I’m _____ . I have a few quick questions about _____ industry and was hoping you could answer them. Are you the right person?

If they say “Yes”, ask your first question.

If they say “No”, ask who you should speak with. Write down their name. Ask to speak with them.

If they say “Not hiring”, quickly respond, “That’s fine, because I just want information”.

THE QUESTIONS:

I’m interested in becoming a _____ and want to know:

- What are 3 qualities that make someone excellent at this job? (*Look for non-ability items.*)
- Are there additional skills or qualifications you look for?
- Would this position usually allow/include _____ ? (*List Top 3 Wants.*)
- In what types of companies would we find the greatest opportunities?
- What is the hiring process for your company and is it the same throughout the industry?

If they say they don’t have time, you have three options:

1. Ask if they could answer just one question, and then ask the first question.
2. Ask if someone else might have 3 minutes to help you.
3. Say “Thank You” and move on to the next phone number.

CLOSE WITH CLASS:

Thank you very much for your time. You’ve been very helpful.

(If possible, get a name so you can send a Thank You note.)

MY SCRIPT: *Read the script aloud, then re-write it using the questions above so it makes sense to you. Practise it several times, then just do it – call!*