

How to Make a Successful Phone Contact

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Directions: Read the following steps carefully to assist you in calling the foundation or nonprofit organization to set up an in-person or phone interview.

1. Prior to making your calls, you must ask permission either to make your call from school or from home.
2. Speak slowly, distinctly, and pleasantly when asking to speak to the director of the organization. Remember, attitude is important! If the director is not available, ask when would be a good time to reach him/her. Write the time down, and remember to call back at that time. If they have voice-mail, you can leave your name, high school, number where you can be reached, and the purpose of your call on their voice-mail. If they don't have voice-mail, you can leave a message with their secretary.
3. When you do establish contact with the director, tell him/her your name, high school, and the purpose of your call. State that your class is doing oral interviews with the director of a foundation or nonprofit agency in the community and you are interested in, and have chosen him/ her to interview. Explain that the interview questions will deal with some of the history, and the operation of the organization itself.
4. Ask the director the best time for you to conduct the interview. Make sure they understand that you are attending school, and state what your school hours are so you can establish a time around your school schedule.
5. After you have established the time and place that you will conduct the interview, thank the individual and confirm the date and time of the interview with him/her.
6. It is always a nice touch to send a Thank-You note to the director for agreeing to do the interview with you, and state that you are looking forward to meeting with him/ her at the time and date which you have established.

If it is easier for you to have a form to follow when calling, make sure that you use **Attachment Four, Phone Form** taken from Barbara Lewis's "The Kid's Guide To Social Action."

