

# Phone Call Follow Up

## Internship & Job Search Series

Managers get lots of resumes in the mail, and a lot of managers usually ignore them. You see, it's a game. Managers want to know if you really want to work for them, or if they are just one of the many companies on your hit list. So, they figure, if you really want to work for them, you'll do more than send them a resume – you'll pick up the phone and call.

- **Does calling the manager work?**
  - Yes. If you mail your resume to 20 companies, you might land one job interview. If you follow-up with a phone call, you could land a bunch.
- **Will managers talk to me?**
  - Sure they will. But before you grab the phone and start calling every manager on your list – plan what you're going to say to him or her.
- **What should I say?**
  - Study the calling script on the next page. Then, practice. Get a friend to pretend she's the manager. Call her up and practice your speech. When you feel confident about your telephone skills, grab the phone and give a real manager a call.
- **What if I get nervous?**
  - If you get nervous, STOP. Take a breath. Then tell the manager, "Sorry, I've never done this before and I'm very nervous." This will usually soften the manager up.
- **What if I bomb?**
  - Don't get discouraged if you bomb on the first few calls, most people do. All you need is a little more practice. The more calls you make, the more confident you'll feel. So save your favorite companies for when you feel pretty confident. Practice on companies that you're not really interested in.
- **When should I call?**
  - Make your calls before 10:00 in the morning. Most managers attend meetings after 10:00. If a manager isn't available when you call, ask if there's a better time to try.

### Plan your telephone call

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1. Call the manager and introduce yourself:  
"Good morning, Ms. Newman? Hi, my name is Gracie Goodwin."
2. Get down to business:  
"Ms. Newman, earlier this week I sent you a letter with a copy of my resume. I wanted to follow-up and see if you received it."
3. Prepare for the unexpected:  
"Oh, I'm sorry to hear that you never received it. I was hoping to schedule an appointment to learn about the career opportunities as a (steeplejack) in your company (don't stop)..."

4. Ask for the interview:  
“...Would it be possible for you to spare a few minutes later this week to explore those opportunities with me?”
5. Prepare for the “put-off”:  
“Oh, I do understand. A lot of companies are having hiring freezes this time of year. But those hiring freezes can’t last forever (don’t stop)”
6. Sell Yourself:  
“...I’d like to be the first on your list to be considered when you lift your hiring freeze. Would you take a few minutes to meet with me and see where I might fit in once your hiring freeze is lifted?”
7. Wrap it up and confirm the date:  
“Excellent. That’s Tuesday afternoon at 2:30. Thanks so much Ms. Newman. I appreciate your taking time to talk with me – and for fitting me into your busy schedule.”

*Adapted from The Job Hunting Handbook, Harry Dahlstrom, 2002*

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