

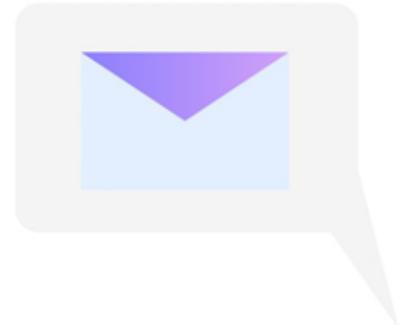


HOW TO MAKE A PHONE CALL AND SEND AN EMAIL

INTRODUCTION

In today's fast-paced world, the ability to engage in professional communication is an invaluable skill, even if knowing what to say can be tricky. Whether you're looking for a job, making a complaint to a city official, or asking your doctor a question about your health, knowing how to communicate effectively can open many doors! Mastering these skills not only helps you achieve your goals more efficiently but also leaves a positive impression on the people you interact with. Below, you'll find some helpful tips and some example scripts that can be adapted to various situations. By following this method and keeping these tips in mind, you'll be well on your way to mastering professional communication, whether over the phone or through email.

WHAT SHOULD I SAY IN AN EMAIL OR ON THE PHONE?



1

INTRODUCE YOURSELF:

Share your name, how you've met the person you are contacting or how you found them, and why you're reaching out.

2

SHARE RELEVANT BACKGROUND:

Provide the necessary context for your communication, but keep it concise. Offer just enough specifics to ensure the recipient understands your situation and be prepared to answer any follow-up questions. To identify what's necessary, consider the core information the recipient needs to know to understand your request or question.

3

IDENTIFY YOUR QUESTION/REQUEST:

Clearly state what you need from the recipient. Whether it's information, assistance, or a follow-up action, make your request explicit.

4

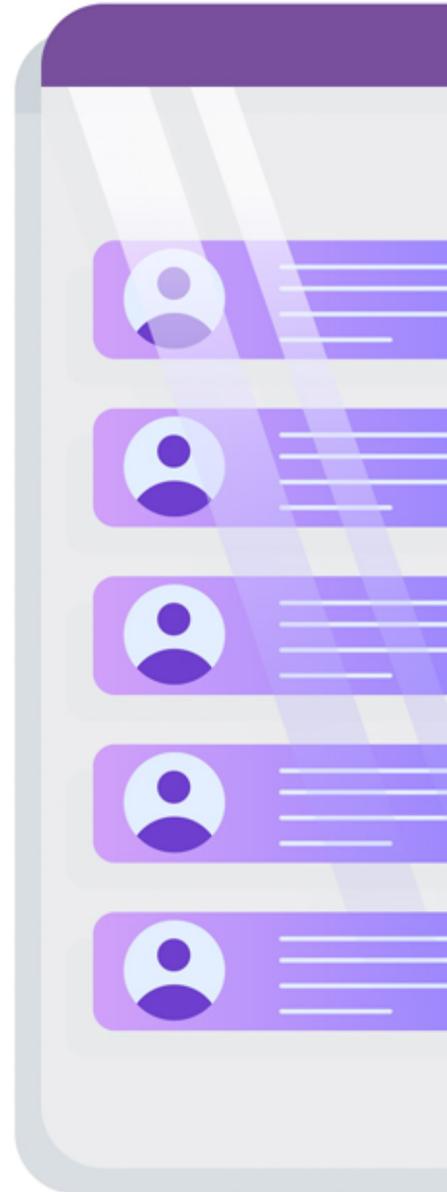
SHARE CONTACT INFORMATION:

Make sure to provide your contact details so the recipient can easily respond to you. If you're on the phone, consider spelling out your email address and repeating your information, just in case they couldn't hear you well the first time.

5

FRIENDLY CLOSING:

Thank the other person for their time and assistance and wish them a nice rest of their day before you say goodbye. It helps the other person feel valued and leaves a positive impression.





TIPS

OVERCOMING PHONE CALL ANXIETY:

It's common to feel nervous about making phone calls, especially in a professional context. It may help to jot down key points you want to cover and practice your introduction to boost your confidence. Remember—usually, the person on the other end is there to help!

SET UP YOUR VOICEMAIL MESSAGE:

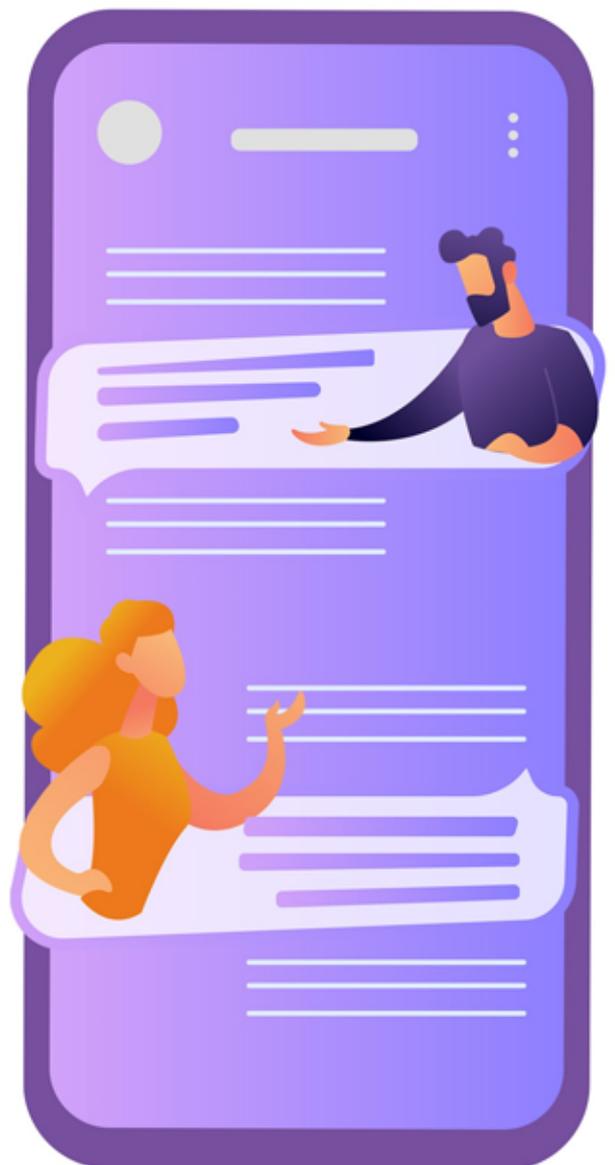
Ensure your voicemail is set up with a professional and clear message. This not only makes you look more put together and helps callers know who they're reaching, but also ensures you don't miss any important communications. Here's an example of an effective voicemail message: *Hi, you've reached Jane Doe. I'm not able to come to the phone right now, so please leave me a message and I'll get back to you as soon as I can. Thank you!*

GOOD GRAMMAR AND SPELLING:

In written communication, always double-check your grammar and spelling. Errors can detract from your professionalism and clarity. Online tools such as Grammarly can help with this!

BE BRIEF, FRIENDLY, SPECIFIC, AND INFORMATIVE:

Keep your communication concise and to the point. Aim to be friendly and polite, while ensuring that you focus on the facts of the situation.



PHONE CALL SCRIPT— ASKING A QUESTION

Thank you for calling Main Street Apartments, my name is John. How are you doing today?

Hi there, my name is Jane Doe. I'm doing well, thank you, how are you?

I'm great! How may I help you?

I'm new to the area and looking for an apartment. I found your listing online and think the property looks perfect for me! I was wondering if you could tell me a little bit more about the application process. The site says a reference is required, but I couldn't figure out where to submit mine. Can you help me figure out where to do this?

Of course! If you go to our website, the "Apply" tab has a document portal. Once you sign in with your user account, you'll be able to share your reference letter.

Great! I see it. It looks like there's a drop-down menu for types of documents, and I see a few options, but not one for a reference letter.

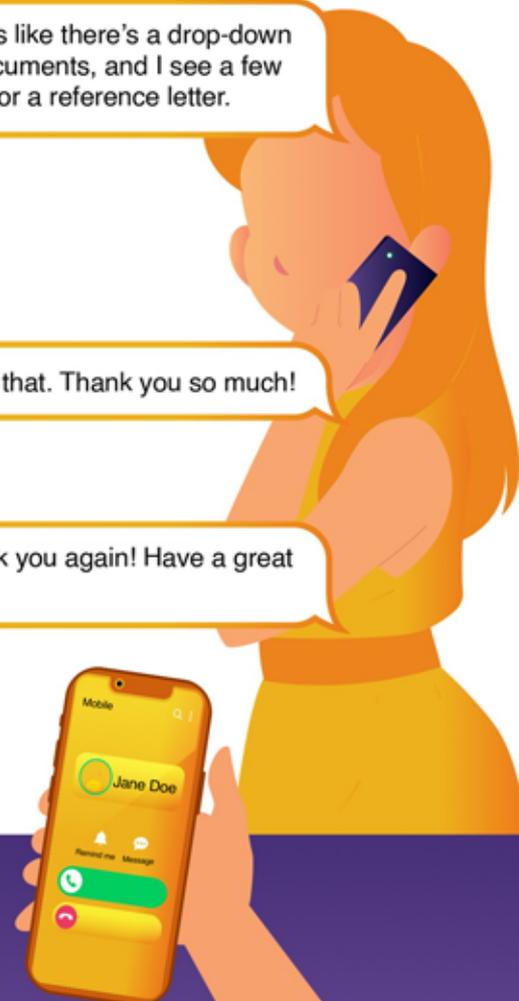
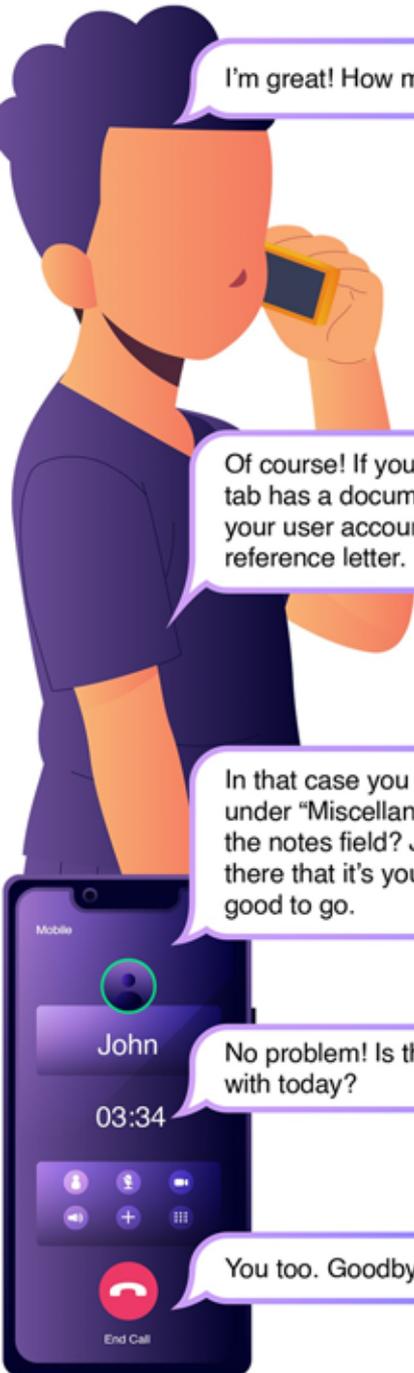
In that case you can go ahead and submit it under "Miscellaneous Documentation." You see the notes field? Just go ahead and put a note in there that it's your reference letter and you'll be good to go.

Okay, I can do that. Thank you so much!

No problem! Is there anything else I can help you with today?

I don't think so. Thank you again! Have a great day.

You too. Goodbye!



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VOICEMAIL SCRIPT — THANKING SOMEONE



“Hi there, my name is Jane Doe. I’m just calling to thank you again for the opportunity to discuss the sales associate role with you. I’m really excited about the position and think it would be a great fit. I really look forward to hearing from you! If you have any follow up questions or if I can provide any more information about my resume, please feel free to email me at janedoe@email.com or call me at 123-555-9876. Thank you again and have a great rest of your day! Goodbye.”



EMAIL SCRIPT — MAKING A COMPLAINT



To disputes@financebank.com

Cc —

From janedoe@email.com

Bcc

Good morning,

My name is Jane Doe. I am a customer at Finance Bank. I’m writing to file a dispute for the charge on my account from January 1st, 2024. My statement shows a charge for \$100.50 at a shopping center in Miami, FL. I believe this to be fraudulent as I was in Missouri at the time and have not made any purchases for this amount.

If I can provide any further information to help move forward in the dispute process, please let me know. I can be reached at this email address, or by phone at 123-555-9876. Thank you and have a great rest of your day.

Best,
Jane Doe|

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Cancel

Save

Send

CONCLUSION

Getting the hang of professional communication can really boost your personal and career goals. By using these templates and tips, you’ll feel more confident and clear when making calls or sending emails. Remember, it’s all about being clear, concise, and friendly. With a bit of practice, you’ll find these skills becoming second nature. Whether you’re solving a problem or reaching out for information, your effective communication will make a positive impact!