

## Using the phone

Know who you're calling and why; find out the name and number of the organisation by searching online or by ringing Directory Enquiries.

If you're recording the call you must first ask permission from the person you are talking to.

Name of Organisation: \_\_\_\_\_

Phone: \_\_\_\_\_

**Think about what you want to ask first then write out the key questions.**

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**Say who you are and why you are phoning.**

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**Make a note of the name of the person that you speak to.**

Name: \_\_\_\_\_

- Be polite and thank the person for helping you.
- Write out the main points of the phone call and what follow-up action, if any, needs to happen.

Main Points:

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Follow-up:

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