# Decision Maker Inquiry Phone Script

*Cold calling takes nerve. Nobody said this would be easy. Put that positive attitude to work and look at these calls as an adventure. Once you get the hang of it, you will start developing your own style based on what works and you might actually start to enjoy these calls. In the meantime, use this handy script to get the ball rolling.*

*Call the main number and ask to be directed to a specific department. For example, if your new boss could be the Vice President of Marketing asked to be sent to the Marketing Department.  If the company is small you may be able to ask the operator or secretary directly. You may want to do some online research to find out who this person is already. Therefore, your call is to confirm what you already know…you never know, they may have retired or left the company. Also, be sure to confirm their address for follow-up. They may be located in a different office.*

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Receptionist:  Hello, ABC Company.

You:  **Your \_\_\_\_\_\_\_\_\_ department please.**

Receptionist:  Hello, \_\_\_\_\_\_\_\_\_\_ department.  *(They may answer by name)*

You:  If you don’t have the name – **Can you tell me the correct spelling of your *(Use their Position Title)*?**

You: If you have the name – **I was calling to confirm the spelling of your *(Position Title)*, *(Use their Name)* ?**

*The receptionist may give you the information right away or instead of giving you the name, they may say, why do you want to know? Your response should be…*

You: **I’m sending out some very important information to \_\_\_\_\_\_\_\_\_ and wanted to ensure my information was correct.**

*If they press you for specifics, don’t hide the fact that you are in the job market.*

You: **I am in the job market and I am very interested in your company. My research has indicated that your department has a great reputation and your director is a highly respected executive in his/her field. He/she is someone I would be very interested in working for.**

*Don’t be afraid to start up a conversation and ask them how they like working at the company. Always be polite and respectful of these “gatekeepers.” They might just decide to help you. If you get shunted to the human resources department, try again.*