



## Phoning for information

Sometimes making a telephone call to find out about something can be difficult. It's useful to have some **strategies** for making sure you get the information you need.

Listen to the audio clip **Making a phone call**.

What was Jack trying to find out?

Was he successful?

Fill in the table to show what Jack did well or didn't do very well.



Strategies for successful calls	Does Jack do this well? ✓ x
Before making the call, think about what information you might need to have at hand.  Plan what you want to get out of the call.	
Make sure you have all the necessary information.	
Make the call.  Check you're talking to the right person or department.	
Say clearly who you are.	
Give information if required.	
Recap to check you understand the information the person gives you so you know what to do or what will happen next.	