Phone and video calls are important tools used in professional settings every day. Just like meeting someone in person for a job interview, it is important to make a strong first impression over the phone or video.

**Things to consider:**

**Both Call Types**

* Keep your script, a notebook, and a pen nearby.
* Be sure to utilize proper diction and enunciate your words carefully.

**Phone Call**

* Smile. Even if the person on the other line can’t see you, a smile can be heard over the phone and will help you maintain a positive tone.
* Be prepared for someone other than the person you intend to call to answer. You can’t always predict who will answer the phone.
* Be prepared to leave a clear, concise message that includes your name, that you are calling from the Pathway (for example, Engineering) academy at high school, the purpose of your call, and a contact telephone number.
* Follow-up your phone calls with a professional email, if possible.
* Call during business hours (9:00 AM – 5:00 PM) only.

**Video Call**

* Have your camera on and try to look at your camera to engage with the person you are interviewing. At the beginning of the video call, you can ask whether the person would like you both to stay on camera or if they would like to have the conversation with the cameras off.
* Make sure the background of your video is professional (could be a background image from your school or if you don’t have a background set, make sure whatever space you are in is tidy).
* Wear appropriate attire as if you were meeting in-person.
* Try to avoid distractions such as looking at your phone. Stay engaged in the conversation.

**On the following pages you will find two scripts:**

* Scheduling an Informational Interview
* Conducting an Informational Interview

**Phone Call to Schedule an Informational Interview**

*The following script will help you schedule your informational interviews. Words in italics are instructions for you, so you don’t need to say them as part of the telephone call. Be ready to fill in the [blanks] before you make your call.*

1. Hello, this is [your name], a student from the Academy of [Pathway - for example, Engineering] at [high school]. As part of my Academy of [Pathway - for example, Engineering] experience, I’ve been learning about college and the world of work and exploring careers that might be interesting to me. I would like to interview someone at your organization for 15 to 30 minutes to learn about careers in [industry/department/field].

May I speak with someone who can help me identify the right person at your organization to interview?

*Write the name of who you were recommended to speak with: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*If you are transferred to another employee, repeat step 1, then move to step 2.*

1. May I schedule an informational interview with one of your employees?

*If the answer is yes, go on to the next question. If the answer is no, thank this person for their time and politely end the phone call.*

1. Can you please tell me the name, phone number, and e-mail address of the best person for me to contact to schedule the informational interview?

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

*Phone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*Confirm that you have the name, phone number, and email recorded correctly.*

1. Thank you for assisting me today. I will reach out to this person right away to schedule an informational interview.

*Immediately call or email the recommended person to interview.*

1. Hello, this is [your name], a student from the Academy of [Pathway - for example, Engineering] at [high school]. As part of my Academy of [Pathway - for example, Engineering] experience, I am conducting 15-to-30-minute informational interviews with professionals in careers that are interesting to me. [Person who recommended the business partner] gave me your contact information as someone who might be a good professional for me to interview.
2. Would it be possible to schedule my informational interview during the week of [as given by your teacher]? Is there a day or time that is best for you? (Or suggest a day and time.) How would you prefer I conduct the interview – by telephone or by video conference?

*Date and time of informational interview: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*Method of interview: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (phone or video conference)*

*Confirm the date and time you have scheduled.*

1. Thank you very much for your time. I look forward to our interview and will confirm it with you in the days before. If your schedule changes, please let us know by contacting [academy contact, phone, and email], and I will get in touch to reschedule.

*Send an email confirmation promptly.*

**Informational Interview Script (Phone or Video Call)**

|  |  |
| --- | --- |
| *Industry professional name:* | *Interview date and time:* |
| *Industry professional company:* | *Phone or video conference?* |
| *Industry professional phone number:* | *Contact email:* |

1. Hello, this is [your name], a student from the Academy of [Pathway - for example, Engineering] at [high school]. Is now still a good time for you to talk?

 *If the answer is yes, go on to question #2. If the answer is no, ask if they can tell you a better time you can talk. Politely thank them, then contact them back at that time.*

1. Thank you for agreeing to participate in this informational interview. It should take about 15 to 30 minutes. I am going to be taking some notes, so please bear with me if there’s a pause in the conversation.
2. As part of my Academy of [Pathway - for example, Engineering] experience, I’ve been learning about college and the world of work and exploring careers that might be interesting to me. I’m excited to learn more about your field during our conversation today.
3. Questions:
4.
5.
6.
7.
8.
9.
10.
11.
12.
13.
14. That was my last question – is there anything else you’d like to tell me or ask me about the academy of [Pathway - for example, Engineering] before we end this interview?

*If the answer is yes, feel free to respond to questions about your academy or high school. If the conversation gets off that topic, you can simply say “I had better let you go. Thank you again for your time today.” If the answer is no, move on to the next step.*

1. Thank you very much for your time today. I learned a lot about [career field]. My teacher will be sending a QR code or link where you can provide a few quick thoughts about our conversation. It would be great for me to get your feedback.
2. To be sure that we send the evaluation to the correct address, let me confirm your email: [insert email].
3. Thank you again. Goodbye.