



## Lesson 7 – Phone calls

### Practice

1. If you have any question about this or you're facing difficulties, send the question by audio to me (For courses with Instructor only)

### Summary

#### How to make an effective call?

- Never call on Mondays
- Best days: Tuesday/Wed/Thurs
- General: be persistent. It might take you sometimes several calls before finally talking to the person you wish for
- You need to take notes of the call, if the person is not there, note when to call back.
- You also have to make notes before you call or have handy the information about the person him/herself, or the orchestra/festival/company.
- Make sure to be always very polite as well to the secretary or receptionist.

#### Don't

- Start right away with your story
- Make your call too long
- Leave a message with the assistant/secretary, unless he/she shows to be helpful.
- Never leave a message in an answering box, unless you have a mobile phone of someone. But in that case, I would suggest writing a text message, stating that you were trying to call and that you will call later.

#### Do

- Ask the person if your call is convenient at that moment (unless you were connected by the reception)
- If not, ask them when you may call back
- Short intro of yourself, why are you calling and what do you want
- Be interested, ask questions that serve you
- Conclude with telling the person you'll follow up with an email
- Always follow up with an email and confirmation of what was said in the conversation (don't forget to get the direct email address!)

Cheap or free ways of making worldwide phone calls:

- Voipbuster
- Viber
- Skype
- If someone allows, whatsapp
- Same for FB messenger and Facetime

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