

Ep 105 - How to Get Past Reception!

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Welcome to another episode of The Lone Recruiter podcast. I'm your host, Brett Clemenson and if you're a recruiter out on your own or just lacking general advice or mentorship, you've come to the right place. Our episodes are designed to give you the motivation, the strategies, the support you need to become the very best lone recruiter. So join us,

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grab a cup of coffee, let's take your desk to another level. Now today

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I want to give you some absolutely amazing tips on how to get through the dreaded receptionist. Now we are recruiters, and most receptionist are trained to say no to recruiters or not put us through. I get it, we're doing sales calls. But I bet that the way I approach reception is different to how you approach.

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And I would almost guarantee I get through most of the time and you're getting through maybe 20% of the time and you're getting there and you're getting frustrated. I hear it in my office all the time, like I just can't get through reception. I say, what are you doing? Come in here. Let's have a look. And we sit down.

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I go, show me the script. Like, what are you saying? A.) Most people don't have a script. Most people don't know what they're going to say when they get the receptionist. So what I want to give you today is a sure fire script, and I'm going to give you exactly what I say. And it's so dumb and simple that you're going to think, I don't understand why that works and mine doesn't.

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But what I will then do is break it down and explain the psychology behind why it works. Okay, the human brain it's just one big circuit board and the moment you put it off and you break a circuit. It doesn't know where to go to next. So it just defaults to. Oh, okay. So my script is as simple as.

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Hi, it's Brett Clemenson calling from ALRA, could I please speak with Nancy Jones? That's it, that's it. Very exact. Why does that work? And your script doesn't. I'll break it

down. I say my full name. Hi, it's Brett Clemenson and then I say the company that I work for. I'm calling from ALRA could I please speak with Nancy Jones?

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Full name. Any receptionist when they are taking down the call? They're looking for the information they need to pass on to whoever you're trying to connect to. Right. And they're trained that if you don't give a full name, they have to get the full name. They're trained that if you don't have if you don't have the company there, well what company are you calling from?

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And they want to make sure that they're going to put you through to the right person. Okay. So if all of a sudden you've just preempted all of their questions with the answers, even know, like maybe your gut feeling as a recruiter is, I don't want to tell them who I am and I don't want to make it obvious that I'm a recruiter.

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I'm not going to tell them where I work. You need to because nine times out of ten is not going to click with this receptionist of where you're working from, or who you are. They've got the information they need and they almost go into. You'll hear it. A lot of the time they just like they want to ask you a question, but they don't know what to ask you because they're so used to not getting the information they need.

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That they just go yep, hold on a sec and they put you through. I will guarantee that, that alone, that script alone will increase your connectivity through reception by 30% almost guarantee it. I'd be really curious to see what you think. Now, let me break this down a little bit further as to why as to why this works. Okay. So it's all about power in that call when you go and you're very authoritative.

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You want to sit up straight. If you're sitting like this, if you're watching this on video if you're sitting here, going, oh a yeah, hi it's Brett Clemenson calling from ALRA, could I please speak with Nancy Jones question mark. You sound weak, right? You also want to deliver this with a, you're up, do this. Come on. Ready? Hey, it's Brett Clemenson calling from ALRA, could I please speak with Nancy Jones.

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Boom. And now if they say, oh, will she know what it's regarding, your answer always is yes she should know, very sternly. Yes, she should know. Silence. Okay. They will go off and they will put you through. Okay. If they come back. So this is the crux of the episode. But if they come back and then they say, oh look, she's not here.

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Could I please take a message? Say, no thanks. Just go, Oh, no don't take a message, I need to get her now. I did try her mobile. It didn't work. Could you confirm I have the right number? I've got zero, four, four seven. They'll cut you off. I've just started talking about. I've just started saying my phone number.

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People love to correct you if you ask that receptionist for the mobile phone. Nine times out of ten, they will say, we can't give that out. If they already assume that you've spoken with authority. They've asked you the only question they've got in is could I please take a message? She's not here. And you say, no, you've got the power back.

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And now you're saying I'll call her on a mobile, I did try her just before and it didn't get through. Can you confirm I've got the right number? 0447. No, that's completely wrong. I well, I don't know where this one's come from. What have you got? What is the actual number? Nine times out of ten, they're probably going to try

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and correct you. Because now they feel bad for you. And they're going to try and help you. That is the psychology of a receptionist call. If no one's taught you that before, then I hope that I've just taught this to you because this is the most powerful thing for your desk right now, because you're currently not doing it. If all of a sudden you're getting through to twice as many decision makers because you know how to navigate receptionists effectively.

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Man, I'm so happy for you. I'm so happy for you. So that's it. That's the episode today. I don't want to go into any more there. It's playing on human psychology. Don't let them ask you questions and if they do, block it down. Hi, it's Brett Clemenson calling from ALRA, could I please speak with Nancy Jones?

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Oh she's not here. Will she know what it's about. Yes, she should know what it's about. Boom. Okay, you know what, they come back and say, no, she's not available. She's not here right now. Could I take a message? No, don't bother taking a message. I'll try her on the mobile. I did just try it, actually and it didn't go through. I might have the wrong number or a wrong number here.

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Can you just tell me if I've got the right number? You're not asking the question, you're kind of steamrolling her. Start saying your phone number or a different phone number and they'll correct you nine times out of ten. That's all I have time for you today. I hope you got something out of today's episode. If you did, like, share subscribe. It really helps us grow. As always,

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have an amazing day. May all your deals and reception goals come true.

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