

Staff Phone Scripts

Online Apps: LinkedIn, Snap Ads, SM, Campus

Hey (*their name*), my name is (*your name*) from Vector following up on your application for work from (*LinkedIn/Snapchat/Campus/StudentWorkNJ.com*). How are you? Awesome!

Well I don't want to take too much of your time. I just wanted to tell you a little bit more about the position real quick, and, of course, if it seems like something you do want more information on, then I might be able to schedule you for an interview, ok?

OK so the name of the company is Vector and we've been in business since 1981. The openings we have are in entry-level customer sales and service, so working one on one with our customers, helping them place orders, and answering their questions.

The pay is **\$30 GUARANTEED**, WHICH IS NOT BASED ON SALES and there is also the opportunity to earn more based on performance.

If snapchat: Are you currently in school?

By the way, what are you majoring in?

BUILD RAPPORT

- SCHOOL - Where do you attend? Major?
- WORK - Where are you working? How long have you been there? What responsibilities do you hold?
- MISCELLANEOUS - What kind of experience have you had working with people? Is that something you're comfortable with? What have you done? What responsibilities did you have? Ever been involved with any clubs / organizations / volunteering?

We are accepting applications for our program, we work with a lot of students

- It's very flexible, so it's easy for people to work around classes, other jobs
- We also have scholarship and internship opportunities, and remote options after training
- There's no experience required, because we provide great training.

Great, So what I can do for you now is set up some time to INTERVIEW VIRTUALLY with our manager where you can check it out, they can cover the details and answer any questions you have.
(Pause)

You'll just need to be on a laptop/computer for the interview, **not a phone**.

- 1) I'll do my best to find the soonest time we have available so we can still give you that priority consideration! So while I'm looking, why don't you go ahead and just walk me through your schedule for THE REST OF TODAY FIRST, as well as tomorrow?

2) *REPEAT WHAT THEY'VE TOLD YOU*

3) *PAUSE + FIND INTERVIEW TIME*

4) It looks like the manager can meet with you *DAY* at *TIME* .

How does that sound?

(*IF NO*) - That's okay, It looks like I can *SQUEEZE* you in *DAY* at *TIME* .

Does that work better for you?

FIRM UP INFORMATION

Great! I'll just need to confirm some information...

- Just to check the spelling of your name, it's *SPELL NAME* ?
- And is _____ your best email address?

Awesome, Be on the lookout for an email with the link for the video chat meeting. You will just click it to join in.

CONFIRM DATE AND TIME:

OK _____, just to confirm, since I am setting you up to meet with a manager, you're absolutely sure that (*TIME*) works for you?

Great! Lastly, I'll leave you with a few pointers to make sure you are prepared for your meeting:

- Make sure to join the meeting about 5-7 minutes early so you can get started on time.
- Do so in a quiet place, from a computer
- and remember, this is an interview so you will want to dress accordingly. A nice shirt or something business casual will be perfectly acceptable, ok?

If you have any trouble getting set up, the best way to reach us is by shooting us a text right to this number.

- Again, my name is _____.
- Good luck and we are looking forward to seeing you *DAY* at *TIME* !

TRADITIONAL PR CALLING

Hi _____, this is _____,
I work with (REP'S FIRST AND LAST NAME). How are you?
Did (REP'S NAME) tell you I was going to be calling?

(NO → That's okay, I probably just got to you before he/she did...)

(YES→ Ok, great so then you probably already know...)

The reason why I'm calling is because (REP'S NAME) just started working with us. He's/She's actually doing really well and knew we were looking to fill a few more spots on our team. He/she actually recommended you as someone who was possibly looking for work and would be a good fit. Just wanted to tell you a little bit more about it real quick... (PAUSE)

Just to confirm, you're at least 17 right?

OK so the name of the company is Vector and we've been in business since 1981. The openings we have are in entry-level customer sales and service, so working one on one with our customers, helping them place orders, and answering their questions.
The pay is **\$30 GUARANTEED**, WHICH IS NOT BASED ON SALES and there is also the opportunity to earn more based on performance.

By the way, how do you know (REP'S NAME) ?

BUILD RAPPORT

So are you in school right now or currently working?

- SCHOOL - Where do you attend? Major? Year?
- WORK - Where are you working? How long have you been there? What responsibilities do you hold?
- MISCELLANEOUS - What kind of experience have you had working with people? Is that something you're comfortable with? What have you done? What responsibilities did you have? Ever been involved with any clubs / organizations / volunteering?

OK, perfect. The reason I ask is because we do offer VERY FLEXIBLE SCHEDULES that work around any other commitments you may have. And we also offer scholarships and internships based on performance with the company.

So _____, since you came **PERSONALLY RECOMMENDED** it gives you priority over other applicants who may be responding to our ads. Does that make sense?

SCHEDULING

Exactly, So what I can do for you now is set up some time to **INTERVIEW VIRTUALLY** with our manager where you can check it out, they can cover the details and answer any questions you have then. **(Pause)**

1) I'll do my best to find the soonest time we have available so we can still give you that priority consideration! So while I'm looking, why don't you go ahead and just walk me through your schedule for THE REST OF TODAY FIRST, as well as tomorrow?

2) **REPEAT WHAT THEY'VE TOLD YOU**

3) **PAUSE + FIND INTERVIEW TIME**

4) It looks like the manager can meet with you DAY at TIME.

How does that sound?

(IF NO) - That's okay, It looks like I can **SQUEEZE** you in DAY at TIME.

Does that work better for you?

FIRM UP INFORMATION

Great! I'll just need to confirm some information...

- Just to check the spelling of your name, it's SPELL NAME?
- And can you confirm your last name?
- And what's your best **email address**?
- Be on the lookout for an email with the link for the virtual meeting. You will just click it to join in.

CONFIRM DATE AND TIME:

OK _____, just to confirm, since I am setting you up to meet with a manager, you're absolutely sure that (TIME) works for you?

Great! Lastly, I'll leave you with a few pointers to make sure you are just as prepared for your meeting as (REP'S NAME) was:

- Make sure to join the meeting about 5-7 minutes early so you can get started on time.
- Do so in a quiet place, from a computer
- and remember, this *is* an interview so you will want to dress accordingly. A nice shirt or something business casual will be perfectly acceptable, ok?

If you have any trouble getting set up, the best way to reach us is by shooting us a text right to this number. Again, my name is _____.

Good luck, and make sure to mention to my manager that you are coming recommended, that will definitely help you stand out against some other applicants, but either way, we are looking forward to seeing you at DAY at TIME.

COMMON QUESTIONS:

If “What does your company do?” or “What kind of company is this?”:

- You mean what kind of products we sell?

What is the product?

It's called Cutco. It's a high quality brand of housewares – so we have things such as cutlery, cookware, and different kitchen tools. Have you heard of Cutco before?... Okay, well the manager would definitely show you the products in the interview.

(Continue with the Approach)

What's the name of your company?

The name of our company is Vector - we sell a product called Cutco. Have you heard of Cutco before?...

- *If no: Go to “What's the Product” Question*

Any Questions About Pay

Let me see what I have on the pay... *(pause)*... All it says here about the pay is that the \$30 is a guaranteed pay rate and it is not based on sales. Now with something as important as pay, you'll definitely want to discuss with a manager in your interview. I know they will cover that with you thoroughly along with the details of the position.

(Continue the Approach or go right into Scheduling the Interview)

What exactly will I be doing? (after explained in approach)

Is this a sales/marketing job?

(Sound like you are reading) Here's what I have here... *(pause)*... It says here, as I mentioned, the position involves working directly with customers – if accepted, you would be explaining Cutco products, answering customer questions, and helping them place orders. Also, there's no cold-calling or canvassing – and no one is randomly knocking on doors. We work with our customers through professional appointments, and they have agreed that they want to see the product, so it's in a relaxed setting. No experience is required – but we are mainly looking for people who like to deal with people. Are you comfortable working with people?

(Continue the Approach or go right into Scheduling the Interview)

Other Questions – Not Sure About the Answer

That's a great question, [Applicant Name]... *(pause)*... It doesn't say anything about that here, but I'll tell you what – you definitely want to talk to a manager about that as they know more details about the position than I do. How about you write that down and bring it with you to your interview to ask when you come in and speak to the manager directly?

(Continue the Approach or go right into Scheduling the Interview)

Difficult Callers (follow up for people with more than 2 questions)

And [Applicant Name], the questions you are asking are great, but the manager spends about an hour explaining the position in detail in the interview. That's why it's hard to give you all the specifics over the phone. Why don't we find a time to meet with a manager who can answer your questions and we can take things from there. Does that sound good?

(Move right to Scheduling)

Where are you located?

We are right in Paramus on route 17 - less than 10 minutes from Bergen Community College.

How far away is that from you?

- *Oh, that's not too bad.*

(continue with the approach)

How do the hours work?

What I have on the schedule is that there are part time and fulltime openings - and we can be flexible around classes or other commitments. What's your current schedule like?

- Ok, if let the manager know - they should be able to work with that

(Continue with the Approach)

If Skeptical for Some Reason / Never Heard of Company Before

"Ok, well I've been here for _____ (time) and things have been great so far. You might have gotten some misleading information or an opinion based on one experience.

A. Let me cover everything I have on the company and position & we'll go from there...

(continue with the approach)

B. Why don't you write down any question you have and we can address that for you directly with a manager... ***(move to scheduling)***

I want something in my major

That's cool, we actually work with people of all majors because the skills we teach are so transferable. Oftentimes the networking opportunities here lead to our students getting offers in their field. If you don't have something already lined up in your major, I'd recommend this as a good stepping stone. How does that sound?

(continue with the approach)