# How to Make a Phone Call

* Call within reasonable hours
* Introduce yourself and ask for who you wish to speak to
* Have your conversation
  + Give more than one-word answers
  + Ask for clarification if you don’t hear something the person said
* Thank them for their time at the end of the call
* If they are not available:
  + Leave a message with the person answering the phone, or ask when a good time to call back would be
  + Voicemails – Speak clearly while stating full name, number and reason for calling.

# Other Phone Tips

* If someone calls you, call them back
* Make sure your voicemail greeting message is appropriate
* When speaking to someone in person or in a professional situation, silence your phone and put it away
* Follow the 10-foot rule
* Texting is not yet considered a professional method of communication

# How to Write an Email

Treat as a business letter

* Have a professional email address
* Use a clear subject line
* Use standard punctuation, capitalization, spelling, and grammar in paragraph style
* Use standard fonts or colors
* Use a salutation like Hi, Hello, or Dear with name
* Add a touch of humanity
* Introduce yourself if you don’t know them well
* State why you are emailing
* Do your part in solving what you need to solve
* Be specific and polite in your request
* Closing with full first and last name

# Other Email Tips

* Don’t expect an instant response
* When they do reply, send a brief thank you
* Check your email regularly
* If someone emails you, email them back

Dear \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_,

I am applying for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(list title and give a brief description of job position/award)

Would you be willing to give me a positive recommendation for this application? The application packet is due \_\_\_\_\_\_\_\_ and I would appreciate it if you would be willing to write me a recommendation letter. The letter must be

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(list format/submission requirements here)

I have included my résumé/4-H portfolio, and a few things I would like you to highlight are: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(write a few points to highlight related to job/award)

Please let me know if you are willing to write this letter for me. I sincerely appreciate your support.

Thank you,

(YOUR NAME HERE)

**CHECKLIST**

**Did you…**

* Choose someone who knows you well?
* Ask the person, are you willing to give me a positive recommendation for…?
* Give the recommender the following information?
  + Title and description of what you are applying for
  + Format and submission requirements of the recommendation
  + Deadline for the recommendation
  + A copy of a résumé or portfolio; a couple of key points you want them to highlight about you
* Follow up a few days before the deadline to confirm that the recommendation was sent or to remind them to complete
* Send a thank you note to show your appreciation for their time and effort on your behalf and let them know the outcome of your application