



Phone Script for Co-op Calls

For most people, the first phone call is the hardest to make and it gets MUCH easier from there. Calls tend to be short - often less than five minutes. Here's a sample phone conversation to get you started.

R = Receptionist

CS = Prospective co-op student, Jen Smith

HR = Sally Stone, Human Resources representative

R: Hello, Adams Media Corporation. May I help you?

CS: Yes, this is Jen Smith and I'm calling to inquire about co-op or internship opportunities within your company.

R: I'm going to transfer you to Sally Stone in Human Resources. Please hold.

HR: Human Resources, this is Sally Stone. Can I help you?

CS: Hello, this is Jen Smith. I'm a student at Gordon College and I'm calling to inquire about co-op or internship opportunities for this summer.

HR: Hello, Jen. Our company does have a limited number of internships each summer. What kind of work opportunity are you seeking?

CS: Well, I'm a sophomore English major and I'm interested in the publishing field. I'm hoping to find a summer co-op that will allow me to work in the area of writing, editing or general administrative work. *Have your interns worked in specific departments?* (NOTE: this is an important question as it will quickly show the options within that company.)

HR: We have interns in the editorial department, the marketing department, subscriptions and our finance office. Are any of these areas of interest?

CS: I'm interested in all divisions with the exception of the finance office. How may I apply?

HR: We ask that you submit a résumé which you may send to my e-mail account at ssstone@adams.com. Are you looking to do this for credit or for salary?

CS: I'm hoping to find a co-op, which is sometimes called a paid internship. Is that a possibility?

HR: Yes, although I don't know what our intern budget is like for the summer. Let me check on that and I will get back to you. How can I reach you?

CS: I can be reached at _____. I really appreciate your help. I will e-mail my résumé to you this morning. Thanks again for your time.

HR: No problem, Jen. I will let you know about the salary and about the possibility of an interview as soon as I can circulate your résumé to the different departments.

CS: That sounds great. Thanks again for your help.

HR: You're welcome. Good-bye.

Steps to take following the call:

1. Email a copy of your résumé along with a message which affirms your interest in the company and the co-op opportunity. Your message should also include a description of why you feel you are qualified for the co-op based on your academic program, skills and/or work experience.
2. Within 36-48 hours, place a follow-up call to verify that they received your information and to inquire if additional information is required. You may be asked to forward references, an official transcript, a writing sample or other examples that demonstrate your proficiency or skill set.
3. Continue to place follow-up calls periodically to check on the status of their co-op candidate search. Keep a log of which companies/organizations you call, who you talk to and the response you receive regarding the search. Be sure to write down any information that may be useful during the interview.
4. Prepare for interviewing by meeting with a staff member of the Career Services Office, or by picking up a "Job Interview Information Packet" from the office. Watch for any "Mock Interview with Human Resources Professionals" seminars that may be offered and attend for a chance to practice your interview skills.