



Basic Call Script Guideline for Partners & Internal Hires

Hi, is this _____?

It's _____ calling from _____; I have your resume here. Are you still looking for work?

[If no] *Oh, good for you (*genuine*)... where are you working now? (*casual curiosity*)*

[They tell you] *Ah yes, I know them. Which agency did you go through? [try to uncover potential marketing opportunities with the following questions and take notes]*

Are they still looking for more people?

Who is the main person everybody reports to back there... is it still Riccardo? [They might give you the correct name]

Did they make you talk to HR? Was it Anna? [They might give you the correct name]

What have they got you doing?

How are you liking it so far?

Should I keep my eye out for anything you might like better? What would that look like?

What kind of money would we need to offer to match where you are now?

Sounds good. Well, all the best, glad to hear things are going well. Please keep my number and give me a call if anything changes. I think I can help in the future.

[If yes, they are looking for work]

How is the search going so far? Any good leads, interviews or job offers yet?

What are you looking for right now?

Where were you working before?

How long ago was that? How long were you there?

What caused you to leave?

What did they have you doing?

How did you like it?

What sort of money were they paying you?

What sort of expectations do you have for an hourly rate for your next job?

[Choose a number \$2 less and ask..] If I had something starting right away doing [X, Y or Z General Labour duties] at \$_____ per hour would you consider it? [This should tell you their *real* rate threshold].

How are you getting around to work right now? [get full scoop on this]

What major intersection do you live close to?

[Pitch a couple jobs...]

I think [Job X] could be a great fit for you because it has [XYZ thing you said you like].

[Soft 'pull-away' to build commitment]

My concern is that you maybe are not going to be as keen about [choose one or two most relevant: distance/travel/money/etc]. Therefore, maybe we should consider someone [closer/looking for less money/with a car/etc]. What do you think?

[This is a soft 'pull-away' you are pulling the job away from them and showing that you may think it's a better idea to give it to someone else. At this stage you want them to fight for it a bit or try to convince you that it won't be a problem and that they really are interested... ensure their reasoning is valid]

[Determine now if it will be worth yours and the company's time to work with this person. If yes, invite them in for an interview; if no, politely look for an end point to the call and let them know we don't have suitable jobs at this time]

[Getting their commitment to interview at our office]

I think I can help you take steps forward in your search.

Myself and my colleagues conduct all the interviews for about 45 different companies throughout York Region. Therefore, it's very important that we set a time for you to come in, sit down briefly and discuss your career and also to get you setup on payroll so we can make sure you get paid.

I have a slot open tomorrow at _____ and things are filling up quickly. Did you want to reserve that time?

[if no] *What time would work for you?* [negotiate a mutually agreeable time... but don't make it sound like your schedule is free or that they can just come in whenever]

Please do make sure you're on-time as I am pretty booked before and after. If there is any issue, don't hesitate to let me know. I am going to send you a confirmation email right now. Please let me know that you received it.