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## MAKING A TELEPHONE CALL TO ARRANGE A WEX INTERVIEW

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**IMPORTANT:** The purpose of a telephone call to an employer about work experience is to either:

- Investigate whether the company offers work placements to students under the age of 16 years (an introductory phone-call **before** obtaining a placement);
- Arrange an interview as a stage **before** obtaining a placement; or
- Arrange an interview as a confirmation stage **after** already securing a placement.

### WHAT DO I HAVE TO DO?

1. Before making the phone-call, make sure that you know the WEX dates (two weeks in July) and have a pen as well as paper at hand, ready to write down the:
  - a. time and date of the appointment or interview
  - b. the contact details (name / email address)
2. When you telephone ask to speak to the “*employer contact*” for work experience.
  - a. If it is a small company, the *employer contact* may be the person answering the telephone.
  - b. If it’s a large organisation you may have to wait while they put you through to *employer contact*, this can often take a matter of minutes.
3. Once you speak to the employer contact,
  - a. Introduce yourself using your full name and explain why you are calling.
  - b. “My name is X Y from Isleworth & Syon School. I’m calling to (use one of the following):
    - i. see if your company offers any work experience placements for under 16 year olds.
    - ii. make an appointment to come and see you for an interview regarding the work experience which you have already very kindly offered.
    - iii. When would be a convenient time for you?
    - iv. If the company has multiple sites then ask, “where will the interview take place?”
    - v. Remember to write down the date and time of the appointment as well as the venue.
4. If this is an introductory phone call (**before** obtaining or securing a work placement):
  - a. be clear about the dates of the WEX;
  - b. accept five days if the company can’t offer ten days
  - c. be positive and state clearly
    - i. who has recommended that you contact the company: “my teacher / neighbour / uncle has recommended that I contact you”.
    - ii. name any people who work there or may have already referred you: “I believe that YZ has...”
    - iii. how you have researched the company website and are very impressed with their business - “you’re just the kind of organisation from which I think I can gain valuable experience”.
  - d. use your soft skills to pick-up on any doubt or hesitation in the voice of the employer. “Do you want me to send you my CV to support this verbal request?”
  - e. offer them the name and email address of Mrs Spink ([jspink@isleworthsyon.org](mailto:jspink@isleworthsyon.org)) if they want to contact the school. Alternatively, ask for their name and contact if they want the school to contact them.
5. If this is a confirmatory phone call (**after** already securing a work placement) ask:
  - a. “Do you want me to bring any evidence to the interview, maybe my art portfolio or my CV?”
  - b. How many people will be interviewing you? Will it be in a formal or informal setting?
  - c. Be positive and confident: state clearly “who must I report to on my arrival?”
6. If an employer is not there or unavailable, they might ask you to leave a message. You can leave a message along these lines:
  - a. “Would you tell (name of employer contact) that (your name) from Isleworth & Syon School rang to make an appointment for an interview for work experience”.
  - b. If you want, leave your phone number and/or email address for the employer contact to call/email you back.

Remember, the work placement is about “work”; it is not necessarily about a career for life.

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