

Telephone Role Play



Introduction: Telephone calls become easier with practice.

Directions: As directed by your specialist, pair up with a friend and role play the following situations. Don't forget to prepare a script! A sample script is provided to give you ideas. Have your friend rate you using the rating sheet provided. When you have finished, reverse roles and let your friend make the calls while you rate him/her.

Situations:

- Invite someone from a local company to speak to your JMG class about job interview skills.
- Invite someone to be the guest speaker at your chapter Initiation and Installation Ceremony.
- Call your principal to get permission for your JMG class to sponsor a dance for Valentine's Day.
- Invite another group or class to join your JMG class in cleaning up your school yard.

Sample Script

Greeting	Good morning, Mr. Jones, this is Susan Cupcake, president of the JMG class.
Message	Our class is planning to attend the Career Day Fair at the College of Technology in Helena on May 15. We have received permission from the principal, Ms. Smith, to attend. She asked me to make arrangements with you for a bus to transport the class. There will be 15 students attending, and we would like to leave at 7:00 am on May 15. The Fair gets over at 3:00 pm for the return trip home. All of the students will board the bus in the Bus Parking Lot on the south side of our high school. Will you be able to accommodate our schedule?
Feedback	Wait and see what they say.
Continue	I will have our job specialist, Mr. Night, sign the Request for Bus Transportation form and forward it to you by May 1. Is there anything else I need to do to make these arrangements?
Feedback	Wait and see what they say.
Closing	Thank you, Mr. Jones. I will look forward to seeing you at 7:00 am on May 15 in the south Bus Parking Lot. If you need to contact me before that time my telephone number is 999-1010.

Rating Sheet

Area	Points	Score
1. Greeting. Did the caller introduce him/herself (and his/her organization, if appropriate)	10	
2. Message. Was the purpose of the call clear, concise?	20	
3. Knowledge of subject matter. Was the caller knowledgeable about the subject being discussed?	20	
4. Feedback. Was there 2-way feedback so it was clear the receiver understood the message and the caller was clear on any comments made by the receiver?	20	
5. Speech. Did the caller use proper grammar, speak clearly and smoothly, sound self-confident and enthusiastic?	10	
6. Resources. Did the caller have a script? Did he/she have paper and pencil and make notes of important details?	10	
7. Closing. Did the caller thank the receiver?	10	
Total	100	