Making a phone call



- 1. What is the purpose of the phone call in Local Hospitality provision?
- 2. What type of language should you use?
- 3. What four things are needed before you make your phone call?
- 4. What should you ask first?
- 5. How would you introduce yourself?
- 6. What questions should you ask?
- 7. What should you make sure of before you end the phone call?