

	Beginning 1	Developing 2	Accomplished 3	Score
Greeting	Begins talking without a greeting or gives an inappropriate greeting.	Says hello but either doesn't use person's title or doesn't use a pleasant tone of voice.	Says hello in a pleasant tone of voice, using the person name and title (ex. Mr./Mrs.)	
Relay pertinent information	States name, but leaves out 2 or more of the following: personal information, position applying/calling about, or does not ask if the person has a couple minutes to talk.	States name but leaves out one of the following: personal information, position applying/calling about, or does not ask if the person has a couple minutes to talk.	States name, personal information, position applying/calling about, and asks if the person has a couple minutes to talk.	
Information on the job	Either doesn't ask information on the job or ask for 1 piece of information about the job or if the person can't talk: the student says bye or just hang up the phone.	Asks for at least 2 pieces of information about the job or if the person can't talk: the student thanks the person for his or her time.	Asks for at least 3 pieces of information about the job or if the person can't talk: the student thanks the person for his or her time and asks if he/she can schedule a better time to call back or to come into to meet in person.	
Call ending	Says goodbye.	Thanks the person for his or her time, and says goodbye.	Asks the person if he/she has any questions of the student, thanks the person for his or her time, and says goodbye.	

Score ____/12