

UNIT 11 REVIEW TEST LISTENING SCRIPT

Interviewer: Good morning, Mr. Glasfurd, and thanks for coming on the show.

Mike: Good to be here. Please, call me Mike.

Interviewer: Right, Mike. So, you have a very inspiring story which I would like you to share with my listeners today.

Mike: Thank you. Well, when I came back from the service and got over my rehabilitation, I had to come up with a new way to make a living. Being in a wheelchair can make many forms of employment quite difficult and sometimes, I'm afraid to admit, impossible.

Interviewer: I would imagine so.

Mike: At the time that I was making this decision, I had a small family and another child on the way. In fact, it was my wife who found out that many telemarketing companies prefer that their employees work from home.

Interviewer: And why would that be?

Mike: When you are in a large room talking into the phone with twenty other people doing the same thing, it is very distracting for everyone. Companies found out they get much better results when there are no interruptions throughout a conversation. And of course, it cuts down on their expenses.

Interviewer: That makes sense.

Mike: Telemarketing was never something I imagined myself doing, but I thought why not try it out.

Interviewer: So from the beginning you worked from home?

Mike: Yes, because I only applied to positions where that was an option. Telemarketers all work for large companies, so I picked out companies that welcomed people with disabilities, and were selling a product or service that I believed in or thought could benefit people's lives. I wanted to feel helpful, too.

Interviewer: That must have cut out a lot of jobs. Did it take long to find something?

Mike: It did take some time, yes. And then I missed out on the first company that interested me, which was selling hospital equipment for the home. But in the end, the company, where I still work, I believe is even a better fit for me.

Interviewer: What company do you work for?

Mike: It is a not-for-profit company offering support and outings and events to assist veterans.

Interviewer: Very interesting. Was it difficult adjusting to a completely new job?

Mike: Somewhat, but they give you training and you pick up your own tricks and methods as you do it.

Interviewer: What would you say is the most important quality for a successful telemarketer?

Mike: Patience! No, not really. I think it is an ability to communicate as well as being well prepared. A lot of my time is spent doing the preliminary research to target my audience.

Interviewer: So by the time you make the first call, you believe that the person you are calling might have a specific need for your services.

Mike: Yes, exactly. I do a lot of investigation and that cuts out unnecessary and unwanted calls. I have become very successful, and really enjoy developing relationships with clients from my desk at home.

Interviewer: How long have you been doing it?

Mike: A little over five years now. And I love it. Many people wonder how telemarketers have success, but as I said earlier it is all about knowing your own and your clients' needs and focusing on that. It is only the bad telemarketers who annoy people!

Interviewer: That's very interesting. Thank you for your story. I am sure it is very encouraging for many of my listeners who are considering job opportunities. Keep on with the good work.

Mike: Thank you very much.