

Type of Call: Gatekeeper Call #3

Key Takeaways:

- The recruiter asks for a specific individual, but the gatekeeper has a hard time finding that name. She substitutes with a similar name and asks if that is who the recruiter is calling for – and he responds affirmatively! This may or may not have been the person initially asked for, but **when you are perceived as having information, you are more than likely to get additional information.**
- There was some down time, and silence, while the gatekeeper looked up the information. A suggestion might be to have a **quiet sidebar conversation** with someone else who may or may not be standing next to you. Instead of just waiting, consider saying something off to the side like *“I’ll call you back on that in just a minute”* or *“go ahead and set it here – I’ll look at it later”*. Why? Because it will lessen the silence, give the impression that the information the gatekeeper is giving you isn’t the only thing you have going on at the moment, and that you are busy. It may sound silly, but the gatekeeper will pick up on those subtle verbal cues.
- This gatekeeper seems unsure of herself, which leaves some opportunity to **probe for a great deal of additional information.** The recruiter could have possibly asked *“does your list have individuals by department? Who is listed in estimating?”* and possibly received a new name or names. If the individual she gave was a new name and she then transferred the recruiter to that person directly, he could always speak with that candidate and then call back later for the original individual. Don’t be afraid to ask a direct question – you might just receive a direct answer, especially when dealing with inexperienced gatekeepers!
- If you would like this recruiter’s voicemail script, it is as follows:

“Hey (candidate), (recruiter’s name) with (organization). I’m a recruiter in the (niche) and I wanted to reach out to you completely confidentially about a pretty unique search I’m working on in (city). When you have a couple of minutes, give me a call here at the office at (number). Again, it’s (name) with (organization) and you can reach me at (number). Look forward to speaking soon.”
- Once leaving the voicemail, the recruiter could have tried to **push #**, send the message, and then fish for another extension or transfer up to the inexperienced gatekeeper. Even if he just selected a random individual, it’s possible that that person may have also been a prospect, or he could have asked if that person knew who was in the department he was trying to reach. Regardless of the success, it’s always worth trying to turn one dial into a few possibilities!