

## **Making Contact with References**

### ***Email Rules***

1. Use a professional email address that does not include names of pets, cartoon or movie characters, profanity, political, religious, or sexual terms.
2. Do NOT include informal language, slang, or short-hand phrases (ex: LOL, BRB, bc, TTYL, "What's up," etc.)
3. Wait 1 full week to email the person again if they do not respond initially.
4. Do NOT send more than 2 emails if you do not receive a response.
5. If you do not hear a response within 1-week of your second email to the person, try calling the person 1 time.

### ***Telephone Rules***

1. Only call during business hours: Monday – Friday, 8:30am - 4:30pm.
2. Adjust volume on the phone before calling.
3. Use a speaking-volume voice during the call. Speaking loudly can create distortion or hurt the ear of the other person. Speaking quietly will make it difficult for you to be understood.
4. Speak clearly and slowly.
5. Wait and listen for the other person to respond.
6. Be brief: the phone call should not last more than 3-5 minutes.

### ***In-Person Rules***

1. Visit the person's place of business only during business hours: Monday-Friday, 8:30am - 4:30pm.
2. It may be necessary to schedule a time to meet with the person. If so, you will need to email or call the person before showing up unannounced!
3. Be positive! Smile, use open body language (stand straight, hands out-of-pockets), face the person when speaking and being spoken to.
4. Use a speaking-volume voice: avoid mumbling, whispering, and yelling.
5. Dress the part: when visiting a potential reference, dress code should be business casual or professional (clean clothes, wrinkle-free pants and shirt, clean shoes). This rule may change if you are going to see the person at a farm, processing plant, or other environment where business casual clothing would be strange or unexpected.