

Professional Communication

During your service-learning experience, you are responsible for staying in touch with your site supervisor by email or phone. This is an opportunity to represent yourself professionally as well as the USM community. Your site supervisor is providing a generous service by making time to support you in your learning. It's important to come across as positive and flexible in your communication, just like at your service site.

Supervisor: _____

Email address: _____

Phone #: _____

Best time to contact: _____

Preferred method of communication: Email Phone Call Text

EMAIL TIPS

Stay in Touch

Check your inbox daily, read emails thoroughly, and respond within 24 hours.

Subject Line

State the purpose for the communication.

Ex: Service-Learning Timesheet Question

Greeting & Closing

Begin with a polite, professional greeting.

Ex: Dear/Hello Mr. or Ms. Last Name, ... Sincerely or Thanks, Your Full Name

Body

Identify yourself. Write a clear and concise message that gives the partner plenty of context. They likely work with many volunteers!

Proofread

Check for spelling or grammatical errors. Be aware of the tone of your message, as there is no body language or verbal cues in email. Aim to come off as positive and appreciative.

EXAMPLE

Subject: Scheduling Orientation

Dear Ms. Walker,

My name is Joe Smith. I am a student in POS 104 with Professor Ruback and I have been assigned to Furniture Friends for service-learning this semester.

I am getting in touch to schedule a time to complete Orientation. I have the following times available next week: MWF after 3pm, Tues/Thurs 10am-2pm. Do any of those times work for you?

Thank you in advance. I am looking forward to getting started!

Sincerely,
Joe Smith

PHONE TIPS

Identify Yourself

Begin every professional phone call with, "Hello, this is [YOUR FULL NAME] from USM. Is this [PERSON'S NAME]?" If you don't know who the other person is, you can ask "To whom am I speaking?" Besides being polite, it gets the call off to an efficient start and avoids an awkward pause at the beginning.

Call

Speak slowly and clearly, listen carefully, and be aware of your tone.

Voicemail & Text

Identify yourself (name, USM student), briefly state the reason for your call, and give your phone number. Allow at least 24 hours for a community partner to get back to you. You may also follow-up with an email. **Only** communicate through text if your supervisor has specified that this is OK.