Verbal Job Offer Call Script

Fill in the bracketed details before you call. Have the approved offer in front of you and know your negotiation limits before you dial. Aim for 10 to 15 minutes. Speak, do not read word for word.

BEFORE THE CALL

- [ ] Offer approved in writing: title, pay, start date, schedule, location
- [ ] Contingencies confirmed: background check, drug test, references, work authorization
- [ ] Your negotiation range and who can approve anything outside it
- [ ] What the candidate said they care about (pay, schedule, growth, commute, remote days)
- [ ] Written offer ready to send within an hour of the call
- [ ] A quiet place and 20 minutes blocked

1. OPENING

"Hi [Candidate Name], it's [Your Name] from [Company]. Is now still a good time to talk for about 15 minutes? Great. I'm calling with good news. The team really enjoyed meeting you, and [Hiring Manager Name] and I would like to offer you the [Job Title] position."

2. PAUSE AND LISTEN

Stop talking. Let the candidate react. Note their first response, because it tells you how close they are to accepting. Then: "I'd like to walk you through the details, and then I'll answer any questions."

3. THE OFFER DETAILS

"The role is [Job Title], reporting to [Manager Name], based at [Location / remote arrangement]. The starting pay is [$X per hour / $X per year], paid [weekly / biweekly]. [If applicable: There is also a [sign-on bonus / shift differential of $X / target bonus of X%].] The schedule is [days, hours, shift pattern], and we'd like you to start on [Start Date], which begins with [orientation / training] for [number] weeks. You'll be eligible for [health benefits starting on X, PTO of X days, 401(k) with X match]. I'll send all of this in writing right after we hang up."

4. CONTINGENCIES

"This offer is contingent on [a background check / a drug screening / reference checks / verifying your eligibility to work in the US]. You'll get an email with instructions within [24 hours], and it usually takes [3 to 5 business days]. On your first day you'll need documents for your Form I-9; the email lists what's accepted."

5. CHECK REACTION AND QUESTIONS

"How does that sound to you? What questions do you have?" If they accept on the spot: "That's wonderful. I'll send the written offer now so you can review and sign it. Do you have a notice period to give your current employer?" If they want time: "Of course. What would you need to think through? When do you think you can let me know?" Agree a specific date and time, typically 2 to 3 business days.

6. IF THEY NEGOTIATE

"Thank you for telling me. Help me understand what matters most: the base pay, the start date, the schedule or something else?" Do not agree or refuse on the call unless it is within your approved range. "Let me take that back to [Hiring Manager Name] and come back to you by [day/time]."

7. CLOSE

"To recap: [Job Title], [pay], starting [Start Date], subject to [contingencies]. I'm sending the written offer to [email] in the next hour. I'll check in on [day] if I haven't heard from you. We're really excited about the possibility of you joining the team."

FOLLOW-UP EMAIL (SEND THE SAME DAY)

Subject: Your offer from [Company]: [Job Title]

Hi [Candidate Name],

Thank you for your time on the phone today. As discussed, we're pleased to offer you the position of [Job Title] at [Company]. Your written offer letter is attached with the full details: [pay], [schedule], start date of [Start Date], reporting to [Manager Name].

The offer is contingent on [contingencies]. You'll receive separate instructions for those shortly.

Please review and sign the offer by [Decision Date]. If you have any questions before then, call or text me at [Phone].

Best regards,
[Your Name]
[Title], [Company]

CALL RECORD (FOR THE RECRUITER)

- [ ] Date and time of call
- [ ] Candidate's initial reaction
- [ ] Questions asked and answers given
- [ ] Any negotiation request and status
- [ ] Agreed decision date
- [ ] Written offer sent (date and time)