
Contact person:

Position:

Telephone:

Email:

Contacted by:

Nominated contact:

Position:

Telephone:

Email:

Site visit time and date:

Date and time:

Confirmation email or
call:

My name is [name], and I'm calling from [company].

We are in the process of [designing / redesigning] [product]. I believe your organisation currently uses [product], so the changes we make may have an effect on you.

As part of the product design process we are trying to spend some time with people who use [the existing product]. By doing this we can ensure that problems and issues can be addressed, with the intention of ensuring that the new product will be a genuine improvement from the user's perspective and will make your work more effective.

Site Visit – Recruiting Script

I wonder whether it would be possible for me to visit some people in your organisation [within the next week].

My visit would simply involve sitting with someone while they work, and interrupting them from time to time with questions. I would spend no more than 2 hours with that person.

[If you get permission to proceed:]

Should I contact them directly, or is it more appropriate to organise the entire visit through you?

Can we confirm contact details and timing now?

Would you like me to email you and the person I'll be visiting to confirm my visit?

Thanks for your time. I'll look forward to visiting on [date and time].