

# Telephone Interviews

Telephone interviews are sometimes used by employers instead of face-to-face interviews. More often, they are used as an initial screening tool, where students who are successful are then called forward for face-to-face interview.

Usually, telephone interviews will be held in the Careers Service. Sometimes, an employer will call you directly on your home number and a date and time will be arranged in advance.

The key to success is to be well prepared. A telephone interview might seem informal, but you should prepare for it just the same way as you would for a face-to-face interview. Here are some pointers to help you:

## Before the Interview

- Do your interview preparation.
- Practice with friends on the phone - it's not as easy as you think!
- Make sure you have a quiet room, with no distractions and a working phone.
- Have your CV and the job description in front of you.
- Have a pen and paper to make notes. Write down the name of the interviewer and use it when you say hello and goodbye.

## During the Interview

- Greet the caller by saying 'Hello Mr/Ms X, this is Mary Boyle speaking...'
- Speak slowly and clearly. Take your time, if you need a moment to think of an answer. Better to do this, than rush in.
- Smile - the interviewer will be able to 'hear' it in your voice.
- Tone of voice is crucial to show enthusiasm. It's all you have to go on, as you have no chance to create a visual impact.
- Give practical examples to show you have the required competencies e.g. good communication skills.
- Beware of being over-familiar - remember it's an interview, not a chat.
- Never interrupt the interviewer or talk across them.
- Have one or two relevant questions ready to ask the interviewer.
- At the end, thank the person for the opportunity to talk to them. Restate your interest in the job and the company.

## After the interview

- Write down the questions you were asked, so that you can use this to assess your performance and to improve on your interview technique for next time.