



# Telephone Interviewing

Telephone interviews may be used at various points during the hiring process so it is important to prepare for a telephone interview just like you would for an in-person interview.

## Reasons why telephone interviews are used.

- It is a quick and cheap way of screening candidates.
- It will help interviewers determine your skills for positions that involve extensive phone use.
- When it is difficult for the student to travel to the site for the first interview.
- To follow up with questions that weren't asked during the first interview.

## Preparation

- Practice in advance by having a Pacific career counselor interview you on the phone.
- Prepare key points to make and questions to ask.
- Make sure your phone has excellent reception and that the battery is charged.
- Be in a setting free of distractions and background noise. Ignore call waiting.
- Record a professional-sounding voicemail message in case you miss the phone call.
- Have access to paper, pen, your calendar, and a copy of your resume and cover letter.
- Maintain a list of organizations with recruiter names and make sure you frequently look at that, in case a recruiter calls, you know exactly what organization they are from. It wouldn't be nice if you confused the recruiters from the different organizations you are applying to.

## The Unexpected Phone call

- Once you have applied for a position, you are in the job market. Often you will have no advance warning before you receive a call from an employer. Calls may come on the weekends and early in the morning so make sure you are always prepared.
- If an unplanned call comes at a difficult time, say that you are eager to talk but cannot speak freely at the moment. Record the person's name and contact number and return the call promptly. If you miss the call, call back as soon as possible.

## The scheduled phone interview

- When you answer the phone, immediately express your pleasure when the caller identifies him/herself.
- Speak clearly and avoid phrases such as "you know" "uh" and "like"
- Do not chew gum, sip or drink.
- Smile because it can be heard in your voice.
- Sometimes there may be multiple interviewers on the phone, so make sure you write their names down as they are introducing themselves, that way you can refer to them by name if you have a particular question for one of them and to send them individual thank you notes after the interview.

## Ending the call

- If the interviewer does not explain what happens next in the hiring process, politely ask what the next step will be.
- Express your interest in working for them and thank the person/s calling.