

**NOW  
SKILLS**

# Calling all Apprentices: What to do in a phone Interview?



## RESEARCH!

Research facts and figures! Surprise your employer, tell them more about their company than they know themselves! You should know all about what they do, why they do it and then apply your experiences to their business. Use the internet to find out more about them and simply visit their website, almost all company websites have an about us page. Use your time wisely and sweep your interviewer of their feet.

## PHONE VOICE

There are many different things you can do to ensure that you come across well in phone interviews. First of all is how you answer the phone. A friendly positive greeting is much better than what, yeah, yo, what's up, stick to good afternoon, how are you, nice to speak to you. Speaking with confidence is always important, pronounce your words clearly and change the tone of your voice to suit the conversation. You don't want to come across as a robot! When finishing your call end with a professional note. "Thank you for your call or pleasure speaking to you – I look forward to hearing from you again"

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## ANSWER CLEARLY

It is a good bet that the interviewer will ask a few common questions, so spend some time before working out answers, ensuring that you include lots of information about how you will add more to their business. Refer to the 'Common Interview Questions' section previously mentioned for some ideas.

## DO YOUR THING

Telephone interviews are a definitely daunting, but they are an opening for you to a better job and to a career that really allows you to use your skills to their maximum. Therefore, look forward to the interview and don't ever assume that it will go badly!

## ASK QUESTIONS

As well as answer them. There are many questions you will have about the company, and the specific role within this company. Try to write them all down prior to the interview and then refer to them when the moment comes. You might not be able to ask them all, but by asking some you'll show the interviewer that you have a genuine interest in the job.