



Telephone interviews are getting more and more popular nowadays, as employers look for ways to make the interview process much quicker. They are also often used as precursors to face-to-face interviews, therefore it is vital you use them to create a great first impression. Remember, just because they are over the telephone, they are no less important than standard interviews and you should be prepared for it just as rigorously.

# TELEPHONE INTERVIEWS: EVERYTHING YOU NEED TO KNOW

## Prepare In Advance

As already stated, it is vital you prepare prior to the interview taking place, just as you would with a standard interview. Telephone interviews will never simply be sprung on you without prior warning, so you'll always have plenty of time to get your facts straight and prepare yourself perfectly. Please read through the tips below, to ensure that you are prepared before the potential employer makes that important call to you...

## Do your research

You will be expected to know about the company and the ways in which they work, so that you can apply your experiences to their business. This means you should understand their line of work, the processes that they use, their history and the products/services that they offer. This can be found on their own website, in the documents they send you and by looking on other websites.

- About Company
- Company services/ products
- Any Key Facts about the company
- Job Description

## Perfect your "phone voice"

There are many different things you can do to ensure that you come across well in phone interviews. These include answering the phone properly with a friendly greeting, not using slang or "lazy" phrases like "yep" and "nah". Smiling while you are talking (it is possible to tell this by the tone of your voice) and varying the pitch of your voice is also seen as a positive – monotone voices sound uninterested and don't inspire confidence in potential employers. Also, use the name of the interviewer regularly, to make them feel like you are taking a genuine interest in the conversation. Finally, make sure you finish the call on a friendly and professional note, with something like "Thank you for your call – I look forward to hearing from you again soon. Thank you again."

## Ask questions

As well as answer them. There are many questions you will have about the company you have applied for, 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.

## Get your answers straight

It is a good bet that the interviewer will ask a few common questions, therefore you can spend some time beforehand working out answers to these, ensuring that you include lots of information about how you will be able to add more to their business. These questions are the same for both phone interviews and face-to-face ones, so please refer to the 'Common Interview Questions' section previously mentioned for some ideas.

Telephone interviews are a daunting prospect, 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!