

### Things to know to ace phone interview

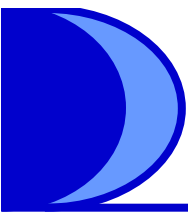
#### I. Be prepared

Know your résumé inside out and be sure to have notes matching your experience to the key criteria of the available position. Use the opportunity to ask any questions you may have and also to find out as much as you can about the company and the job on offer. Part of the preparation is to know what format the phone interview will take.

#### Three types of Phone interview:

1. **Information gathering-** to gather more information about you to assess your interest in the position. This type of call happens when you are being recommended by a third person- a friend or a colleague. Although you might think that this call is informal, you should take it seriously.

2. **Screening call-** used by companies to narrow down the list of applicants for the position. May be quite quick in length (about 10 minutes) and are often conducted by the HR manager on behalf of the person hiring. In this situation you really need to get across your skills, experience and interest in the position in a short space of time.



**3. In-depth interview-** (same as a face-to-face interview) and in most cases used when the interviewee can't get to the company's offices. Prepare just as you would for a formal meeting (except of course you don't need to worry about your wardrobe).

### II. Sound Positive and Friendly

This is your only chance to sell yourself. Be sure to sound positive and friendly at all times. Remember how you come across, for instance what you say and how you sound will have a huge impact on your chances of getting the job. Answer all questions with confidence and a clear voice.

### III. Determine what are the employers short term concerns.

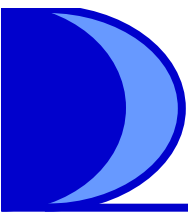
“How can I make an immediate impact on the job?” Be specific. Tailor the balance of your responses to examples where you resolved similar concerns

### IV. Practice your phone manner-

Be confident in speaking, practice how you will answer questions on the day; paying particular attention to your tone of voice. Practicing will help a lot to boost your confidence. Smiling throughout the interview and standing up can help.

### VI. Organize your surroundings-

Be sure to arrange yourself so you are in a comfortable and quiet location. In most instances it's best to take the call from a landline rather than a mobile phone. Close the window to avoid disturbances and loud noise from the outside.



### VI. Take Notes

**In case you're invited to another interview (and for your own reference) be sure to take notes throughout the conversation.**

### VII. End on a positive note

**Thanking the interviewer for their time and be sure to express your interest in the position one last time. Use the last few minutes to find out what the next stage of the process will be if the interviewer has not elaborated on this.**



#### **Simple Bits of Guidelines:**

- 1. Don't mumble.**
- 2. Avoid awkward pauses- You should talk and carry the conversation, not the employer.**
- 3. Don't chew gum, drink or eat.**
- 4. Be positive, and sound enthusiastic at all times.**
- 5. Take the telephone call as seriously as you would a face-to-face interview.**