



# THE TELEPHONE INTERVIEW

## HOW TO IMPRESS YOUR INTERVIEWER OVER THE PHONE.

The telephone interview is a perfect time for you to sell yourself and make the interviewer want to meet you in person. Times can vary for this- some can be 20-30 minutes and some up to 45 minutes. Always make sure you have enough time available. The interviewer will likely ask for examples of achievements in your previous roles and they will want to get a feel for you, your personality and your aspirations. Firstly, be ready and waiting for the call!

### BE PREPARED

Make sure you're well-rested and mentally prepared. Who is it that you are attending an interview with? Check out the website and know it inside out (flicking your eyes over their site is not going to cut it). Ensure you read up on the company and Google them to see what's happened recently- this shows you are passionate about working with them. We really want you to make sure you know everything you can know about the company so when asked, you can impress with your knowledge. Google the company owners- How long have they been going? What products do they offer? What is their target market? Find out as much background information as you can. If you know about the company you have much more chance of demonstrating how you can help and succeed.

### BE YOU

Your interviewer will want to hear about you and your personality so don't be afraid to show it. This type of interview is a chance for the company to hear how you communicate with customers or suppliers, and it's really important to portray how confident you can be dealing with questions over the phone.

### ENJOY THE CALL

This probably sounds like a silly thing to say but if the interviewer asks how you are, ask him or her as well. First impressions make an impact so be polite, friendly and be yourself.

### QUESTION TIME!

You will of course be asked questions during the telephone call. Take your time and consider your responses. The interviewer will be looking for clear and composed answers.

A few areas to think about:

- Why are you interested in this role? What made you apply?
- What benefits can you bring to the role and to the company?
- How do you deal with challenging situations?
- Why did you/ do you want to leave your previous/ current role?

Towards the end of the call it is likely that you will be given the opportunity to ask any questions that you may have. Always prepare at least two questions in advance. Here are some areas to think about.

- What is the company's strategy/ future plans?
- What does the role entail?
- How will the role develop?

### TOP TIPS!

- Listen to the question and digest it before you answer. The interviewer will be looking for clear and composed answers.
- Speak with a clear and steady voice.
- Stand up whilst you are on the phone as this makes most people feel more alert.
- Practice with someone so that you feel comfortable over the phone.
- Have 2 questions prepared at a minimum.
- Stay positive throughout the call and thank them for their time.
- Make sure you get post-call feedback and always treat it as a learning experience.