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## Telephone Interview Tips

- Have your research and company notes to hand. You should also have a copy of the resume that you sent to that company. Remember, the most effective resume is those that are especially tailored.
- Take a "surprise" call in your stride. If you are looking for work, then no telephone interviews should really be a "surprise."
- Be calm and collected. Remember to slow your breathing...at least try by counting to 5 with each inhale and exhale.
- Smile - it really makes a difference in your voice so much so that the person on the other end can tell when you are smiling.
- Sound positive, friendly, and collected.
- If you need time say..."Thank you for calling. Would you wait just a moment while I close the door?" Rest the phone as you pull out your resume and company information.
- Be professional, as if it was a face-to-face interview. Don't be over-familiar with the interviewer. It does happen!
- You should always refer to the interviewer by his or her surname (Mr./Mrs.) until invited to do otherwise.
- Listen carefully to the interviewer. Listening and communication skills are essential.
- Answer politely and keep to the point...telephone interviews are seldom more than 15 minutes.
- Have some questions prepared - for example, "What exactly will be the three major responsibilities in this job?"
- Be factual in your answers.
- Speak directly into the telephone. Keep the mouthpiece about one inch from your mouth.
- Do not smoke or eat while on the phone.
- Turn off/Shut out all background noise, such as pets, children playing and the television.
- Take notes. They will be invaluable to you in preparing for the face-to-face meeting. No need to record the conversation...that is a bit over the top!
- Prompt the interviewer to invite you to interview by saying, "I am immediately available for interview if you would like to arrange one now."
- If you are invited to an interview take a note of the details and read them back to confirm date, place, time etc.
- Ask if there is anything you should bring to the interview and ask the format of the interview or process...length and how many interviews are normally undertaken. This information will be excellent when it comes to preparing.
- Taking care to ascertain the correct spelling and pronunciation of the interviewer's name shows your concern for the small but important things in life--it will be noticed.
- If you require more details like a job description or job title, ask for one.
- Thank the interviewer for her time and that you hope to hear soon. No harm in saying that you are very keen for a face-to-face interview. One school of thought asserts that you should ask three times for an interview; subtly of course.
- "I am immediately available for interview."
- "I really would like an opportunity to meet you and look around the company."
- "I will be in the area on Monday and it is no problem to pop in."

It is difficult to evaluate an opportunity properly over the telephone. Even if the job doesn't sound right, go to the interview. At the very minimum it will give you interview practice.

Moreover, once you attend a face-to-face interview the job may look more attractive as you gather more facts. You may even discover a more suitable opening elsewhere within the company; it does happen.