



### **Telephone Interview Tips**

- Be prepared – we recommend that you keep a file with your CV, details of the jobs you have applied for and the relevant company information close to the phone.
- Do not eat, drink, smoke or chew gum – they will all be heard by the caller, treat the telephone call as a formal interview in this regard.
- Smile – while the caller cannot see you, they will detect this in the quality of your voice. In addition, you will feel confident and more positive and this will also come across to the caller.
- Stay Calm – If you are surprised and caught unawares, stay calm, be positive and friendly and say 'I'm glad you called and would be delighted to talk, could you hold on for one moment while I close the door/pop into my office?' This gives you time to compose yourself and grab your CV/job description etc.
- Switch Off – If you have a TV or radio on, if you were cooking or if any machinery is running in the background, switch them off.
- Take your time – It's perfectly acceptable to take a moment or two to collect your thoughts before answering.
- Listen and converse - A skilled interviewer should be able to elicit detailed answers however do avoid any yes or no replies. Even though this is a telephone interview it is a two way conversation so give detailed factual and honest answers.
- Take notes - After the interview, jot down the interviewer's name, position and any other relevant details. Notes will help if you are called to a face to face interview as you will have a better recollection of what was discussed, any questions you asked and the replies given.

