



## **HINTS AND TIPS FOR YOUR TELEPHONE INTERVIEW**



Maybe you are trying to land your first job. Perhaps you are returning to the workplace. Or maybe you are a seasoned executive taking another step up the career ladder. Whatever your situation, making a success of the job interview is vital. It is important to prepare for any interview ...

**The key to all interviews is preparation  
- if you fail to prepare, then prepare to fail.**

This guide highlights some of the tough questions you might be faced with - and suggests strategies to answer them as persuasively as possible.

## **We know from experience that those who have taken the time to read through these hints and tips are infinitely more likely to be successful.**

- More companies are using telephone interviews in the early stages of the process (perhaps the first one after your application), and are used mainly to discount unsuitable applicants so their 'face-to-face' interview time is better spent. If you really want the job, or want to get to the 'face-to-face' stage to find out more, here are 10 'top tips' to get you through it -
- Be on your very best behaviour & speak clearly. A phone interview is the best way to check on a candidate's telephone manner, especially where telephone manner and customer contact are key parts of the role (such as call and contact centres). Sometimes, role playing can be used by employers to assess a candidate's strengths and weaknesses, so be ready.
- Prepare a 'verbal handshake' – just as if were meeting someone face to face for the first time. Greet the person – let them know you are pleased to have the chance to speak to them and that you're interested in the role. Make a connection. Try to establish something in common. Ask about the caller's experience with the company or mention something you've read about the company.
- Use your body language – silly as it may sound you will sound more confident speaking when standing up or sitting in an upright position – rather than lounging in a comfortable chair.
- Dress smartly – it will have the right effect on your mind set and put you into business mode
- Be prepared to answer questions on what you know about their organisation – it will be expected that you will have done your research.
- Shut out noise. Make sure your surroundings are quiet and that you won't be disturbed. Shut the door, turn off the radio - and your mobile. Make sure the family know to leave you alone.
- Have pen and paper to hand. Make notes of what is covered - you may be asked the same questions when you're invited to a second interview (think positive).
- Know your CV – inside out! Plan what might be asked in the interview beforehand, e.g. personal details, education, career history, and experience. The interviewer will be aiming to match candidates against the job description and person specification so re-read your CV again thoroughly before the call.
- Answer with confidence. Even the way you answer the phone has an impact on the person calling. Talk distinctly and clearly. If you're not confident in your speaking voice, you cannot compensate for it in other ways.
- Let silence be golden. Watch out for awkward silences, 'umms' and 'errrs', and unintentional interruptions - by either you or the interviewer. If you need a minute to compose your thoughts, don't be afraid to ask for a little time before answering (not more than a few seconds though).
- A two-way process. You should be given the opportunity to ask questions. Make sure you have prepared one or two in advance (what do you need to know that might rule the job out for you?)
- Being interviewed can be nerve-racking – have a glass of water on hand in case you 'dry up'.
- End on a positive note. Thank the caller for their time and express interest in the opportunity (a good touch is to send an e-mail, reinforcing this). Don't be afraid to ask what the next stage is. Be positive and leave a good impression - after all, you want this job, don't you?

***One last thing ... if you would like to discuss this or any other aspect of your next career move ... we're here to help. Just contact your Recruitment Consultant at Plum Personnel***

***Good Luck!***

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