



thejobcentre

offering you a new direction

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Telephone Interviews

Points to Remember

Telephone interviews are used to narrow down the number of applicants before the employer invites those remaining for a face-to-face interview.

Therefore, whether you get an interview or not depends on your telephone manner. In a face-to-face interview you can give yourself a better chance by turning up on time and by dressing smartly. This is not the case for a telephone interview as the other person cannot see you and so your success is solely dependent on the way you communicate.

There are advantages to having a telephone interview, one of which is that the interviewer cannot tell how nervous you are unless it comes across in your voice. You will also feel more relaxed in the comfort of your own home than you would do in an interview room.

Before the Interview

What You Need:

- Make sure that you have a **pen** and some **paper** ready.
- Have the **job advert** to hand so that you can tell them what position you are applying for.
- Your **calendar**
- Your **curriculum vitae** and **cover letter** that you sent them.
- Your **research** on the company and on the details of the job vacancy itself.

During The Interview

Do:

- Switch off the radio.
- Go somewhere quiet where you won't be disturbed when taking the call.
- Speak clearly.
- Avoid answering questions with just 'yes' or 'no' answers as the interviewer will want more information.
- Take notes of working hours and what responsibilities the job involves during the interview.

Don't

- Interrupt the interviewer. Always wait until they have finished speaking.
- Use the interviewer's first name.
- Eat, drink or smoke during your telephone interview.
- Hang up before the interviewer has done so.
- Rush through your answers. It is best to take your time.
- Talk too much. However, it is also important to not be too quiet as well.



INVESTOR IN PEOPLE

Possible Questions:

You will be asked questions about yourself, your current or previous job, and also about the job vacancy itself:

- Tell me a little bit about yourself?
- What would you change about your present job?
- Have you ever had a bad experience with a colleague or with your employer? How did you overcome this problem?
- How would your co-workers describe you?
- Have you applied for other jobs?
- Why have you applied for this job?
- What do you think you will like about this job?

Ask Questions:

Show your interest in the company by asking the interviewer questions. You will normally be given an opportunity at the end of the interview if you have any questions that you would like to ask.

- Can you tell me what a typical working week would involve within this position?
- How many people work within the department?
- Would you like my reference contact details?
- What training is there available?
- What duties/responsibilities would I be expected to undertake?

Do not ask them what the company does as you should have done background research into this before the interview. Also **avoid** specifying what salary you would like.

At the End

Once the interview has finished you may want to send a letter thanking the interviewer for their time as you would do following a face-to-face interview. This can help to improve your chances of being invited to a second interview as the person who was carrying out the interview will remember you more so than the other candidates.

If you are not asked for a further interview then do not worry as the interviewer will need time to review all of the interviews before coming to a decision about who to ask back. Don't be upset if you are told that you have been unsuccessful. Instead, try to improve from last time so that you are better equipped for future interviews.

If you are asked to attend for a face-to-face interview then remember to ask the following before you go:

- Where is the interview?
- When?
- Do I need to take anything with me (C.V., references etc)?
- Who is the interview with?