



CAREER DEVELOPMENT CENTRE

ASPER SCHOOL OF BUSINESS

Telephone Interviews – It's Not Just a Phone Call

Telephone interviews are exactly the same as a first interview, the only difference is that you are not face to face with the interviewer. Therefore you should prepare in the same way as you would for a regular interview.

This type of interview is sometimes used as an initial screening interview for students who are in a different city than the employer. It is used to assess whether or not the student should be considered for an on-site interview.

General Tips

Stand up when you are on phone: This technique allows you to project your voice and sound more confident. Choose a room where you will have no distractions.

Look in the mirror – This technique will also help you sound more confident and professional. Your facial expressions will reflect through your voice. If you are smiling, you will sound interested. If you are frowning, you will sound disinterested.

Be enthusiastic: Experts say that when you speak on the telephone 70% of impression is set by vocal quality and 30% by content. Your enthusiasm / energy must stand out, but don't sound phony.

Speak clearly and slowly: Many people get very nervous during telephone interviews and may have a tendency to mumble into the phone. Relax, speak slowly

INTERVIEW PREPARATION

- 1) Assess yourself
 - Skills, abilities, personality, interests, goals, aspirations, strengths, weaknesses.
 - What you have learned/gained from previous experience, academic programs, involvement in activities.
 - What you can offer the employer.
 - Why you are interested in the organization.
- 2) Study the Job Description
 - Review the job posting and/or job description if available.
 - “Highlight” specific duties and critical skills required.
- 3) Match your Background to the Position
 - Identify specific examples that demonstrate you have the skills, knowledge, and relevant experience that relates to the job. e.g.
- 4) Research the Organization
 - Demonstrate that you’ve “done your homework” and that you have a sincere interest in the organization.
- 5) Prepare Questions for the Interviewer:
 - Prepare 3-6 questions (write them down) Focus on the organization and the job
- 6) Prepare yourself for the Interview Questions

Extra Tips:

- have a copy of your resume in front of you
- have a note pad and pen handy
- turn off the radio, tv etc. BEFORE you answer the phone
- keep your employer research material handy
- warm up your voice before you answer the call
- keep a glass of water close by
- never answer your call waiting