

# TELEPHONE INTERVIEW HINTS AND TIPS

More and more employers are using telephone interviews as a first stage in their recruitment process. It is essential that you put as much effort into preparing for a telephone interview as for a face to face interview.

## BEFORE THE INTERVIEW

### Ask yourself the following questions:

1. What do you know about the company and the position on offer?
2. How do your interests, skills and experience make you the ideal candidate?

### Research & Prepare !

- Find out as much as you can about the organisation and the opportunity you are interested in.
- How do your interests, skills and experience make you the ideal match for the opportunity on offer?

### Expect the unexpected !

How will you know how well you're doing - as you won't see the interviewer's face?

Are you confident when talking to strangers on the phone & answering questions you may not be prepared for?

- Practise talking in front of the mirror- remember to speak clearly and with confidence.
- Ask friends to do a mock interview with you over the phone.
- Contact us at Birmingham Careers Service - we're great at preparing you for interviews.

### Almost ready !

Do you know when the interviewer will call?

Is there a danger that you will miss the call - or be in a noisy / unsuitable environment?

- Arrange a specific time to be interviewed if possible.
- Make sure you are in a quiet room with no distractions.
- Let others know not to disturb you.

## DURING THE INTERVIEW

Call came in unexpectedly?

**Ask for a couple of moments while you move to somewhere suitable.**

Struggling to hear the interviewer? Poor line? Finding a question difficult to understand?

**Stay calm! Explain any difficulties you are having. Don't be afraid to ask for a question to be repeated.**

A lot of information to take in? Afraid you'll forget to explain all of your strengths ?

**Be prepared - have a note book with reminders of all the things you've prepared - and to jot down notes as you go along.**

**Be prepared .....Be successful !**

## GET IN TOUCH WITH US:

WEBSITE [WWW.BIRMINGHAMCAREERSERVICE.CO.UK](http://WWW.BIRMINGHAMCAREERSERVICE.CO.UK)

EMAIL [BCareers@birmingham.gov.uk](mailto:BCareers@birmingham.gov.uk)

Email us and we'll be on hand to help you with any questions you may have.

WE'RE SOCIAL!



TEXT/WHATSAPP **07864926905**

Send a text or WhatsApp message to us and one of our advisers will get back to you.