



Telephone Interviews

A common first stage meeting in the recruitment process can sometimes be an initial 20–30-minute telephone call. They are slightly more casual in structure and are usually conducted by one interviewer. It will be a run through of your CV and a few questions and a chance for them to get to know you further.

You do however need to prepare for this like any other interview, treating it professionally and seriously. A lot of candidates do not approach it in the right way and often slip up. Do not worry though, we have a few pointers to help you give the best account of yourself.

- **Mobile phone** – Make sure it's charged, on loud and that you are in an area you know has good signal. Have it next to you and be ready 10 minutes before the call.
- **Headphones** – They will allow you to hear and speak clearly, also giving you the ability to take notes whilst you interview.
- **Interview space** – Cut out all distractions (Netflix, Spotify, etc.) set yourself up in a nice quiet area and put any other devices on silent – the interviewer will be able to tell if you aren't fully focused.
- **Dress to impress** – Even though the person on the other end of the line will not be able to see what you are wearing, dress for an interview. Business attire will get you in work mode and in the right mentality to approach the call.
- **Body language** – Stand or sit up straight and smile, this may feel unnatural, but the enthusiasm will come through in your voice.
- **During the call** – Listen carefully and reply to questions with concise demonstrative examples. Be confident and project your voice, be polite and professional. Don't be afraid to ask them to repeat the question and if the line is bad, or you're struggling to hear, let the interviewer know.

After the interview is complete, thank them for their time and say you look forward to hearing the feedback. When you hang up, write down two to three points that you think went well and two to three things you could improve on. Every interview is a good opportunity to develop and grow, so take advantage of the experience.

Make sure you have arranged a time to give your recruiter a call to let them know your thoughts on how the interview went. Yes, they are interested to see how it went but they will also need to effectively represent your thoughts to the client. Sharing that you felt it went well, loved the role, the company and really want the job is a powerful statement that can be used to help make you stand out against other candidates.

Good luck and fingers crossed you progress to a face-to-face or video interview!