

## Getting Ready to Interview by Telephone

Interviews are designed to get the applicant to talk. Questions should not be answered with a simple “yes” or “no”. Interviewers will be evaluating not only the quality of your answers, but also whether or not you think and speak clearly, in an organized fashion, and with enthusiasm.

### Before the Interview

#### **Learn all you can about the organization and the position for which you are applying.**

Demonstrate to the employer your knowledge of the organization. A lack of research on your part may indicate to them that you are not really interested in the opportunity.

#### **Think about what you want the interviewer to know about you.**

Be able to talk about your abilities, skills, and interests that make you a good match for the job.

#### **Know the details of the phone interview.**

- Will you call the interviewer, or will the interviewer call you?
- What time will the call take place? Are you dealing with different time zones?

#### **Think about what questions you would like to ask the interviewer. Some examples:**

- What kind of work hours would I have?
- What is a typical work shift like for this job?
- How will I be supervised? How will my performance be evaluated?
- When can I expect to hear back about the job?

### During the Interview

- Above all, be yourself. Respond to questions directly and honestly. If a question is unclear, request clarification before answering.
- Speak in a confident, positive, and clear tone. If you feel yourself starting to talk too fast, take a breath and slow down.
- The interview begins when you pick up the phone - be sure to do so in a professional manner.
- When interviewing over the phone, be sure to be in a quiet location with few distractions.
- If possible, use a land line phone rather than a cell phone to eliminate any reception problems.
- Have a copy of the job description and your résumé in front of you as you interview.

**When the interview is over and you are asked “Is there anything else that you would like to say at this time?” never say “I have nothing more to add.” This is your chance to set the tone for the end of the interview! Instead:**

1. Reiterate what makes you a great person for the job.
2. Restate your interest in the position and *ask for the job!*

### After the Interview

#### **1. Send a thank you letter to the interviewer within 24-48 hours of the interview.**

Thank the interviewer for his/her time, reiterate your interest in the position, restate your key abilities and traits.

#### **2. Follow up with a phone call.**

If you do not hear from the interviewer within the stated timeline, it is appropriate to call and ask for an update on the process. Be patient, but stay active and take the initiative to follow-up with him or her.

**Career Services is for First Year students, too!**

For more information on interviewing (and many other topics) visit: [www.csbsju.edu/career](http://www.csbsju.edu/career)