

# Telephone Techniques



## Top Tips!

- Take a telephone interview as seriously as an in person interview
- Have a pad, pen, the advertisement (where appropriate) and your CV ready for your phone interview as well as some key notes about what you know to help you refer to in the interview
- Do research about the company before the interview
- Think about what you have to offer the employer and get this information in early in the call
- Be prepared to answer questions about yourself, your experience and why you are interested in the vacancy
- Remember "please" and "thank you", sound confident and don't 'um' or 'er' speak clearly, particularly when you give your name and spell it if necessary
- If you don't hear something, don't be afraid to ask them to repeat it
- Have your questions ready
- Listen and don't dominate the conversation
- Slow down and take your time
- If you are offered an interview, write down the date, time, place and name of the person you are to see and read it back to the employer to make sure you've got it right
- Try to get them to accept your CV and offer to email yours over to them
- Remember to thank the employer for their time

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Remember the five P's:  
"Proper Preparation Prevents Poor Performance!"

# Most common questions on the phone

Most common telephone questions to consider could be:

- What are your strengths?
- What is your greatest weakness?
- Why should we hire you?
- What are your hobbies and interests?
- Why do you want to work here?
- What motivates you?
- Where do you see yourself in 5 years?

So remember...

1. Make sure you're prepared - plan ahead and have examples and evidence of how you have done things to hand, a little silence on the phone is fine but you don't want to be panicking trying to come up with an example.
2. Have your CV and the Job Application in front of you.
3. Don't waffle, feel comfortable to stop talking when you have made your point and find a quiet place with no distractions.
4. Have water at the ready in case you get a dry mouth through nerves.
5. Stay positive and **GOOD LUCK!**