



# Career Services

*"Your journey to career success begins here..."*

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## Phone Interview Tips

Phone interviews are commonly used as a screening round for employers so they can determine which candidates they would like to invite for in-person interviews. Phone interviews require just as much prep time regular interviews, so keep these tips in mind as you plan ahead:

### **Be Prepared!**

- Review your resume, experience, and skills in relation to the job description
- Know what you have to offer
- Anticipate possible interview questions and brainstorm answers
- Review the company website
- Have a paper and pen handy to write down notes during the interview

#### **DON'T:**

- Read word-for-word off prepared answers
- Leave preparation to the last minute

### **Have your information in front of you:**

Unlike during an in-person interview, it's perfectly acceptable to have information available to you while on the phone with a potential employer. Things you may want to have out:

- Resume, list of accomplishments/strengths
- Job description
- Company website
- Questions to ask the employer at the end of the interview
- Write down the name of person(s) you are interviewing with

### **Minimize distractions:**

Plan ahead you so can make sure you will be in a quiet room where you know you will not be interrupted.

- Make sure you turn off music, TV, etc.
- No eating, drinking, or gum chewing
- If possible use a landline, if not, make sure you have good cell phone service and enough battery power

### **Dress the part:**

While some people prefer to be comfortable while on a phone interview, it may be a good idea to think about dressing-up. You may find that "dressing the part" gives you the feeling of being a professional.

## **During the interview:**

- Make sure you can hear everyone on the other line...if you cannot, let the interviewer(s) know or politely ask them to speak up
- It's okay to ask for a question to be repeated
- Speak clearly, concisely, and loudly enough so they can hear you
- Also, if you need a second to think about your answer...ask for it! It's better to ask for time, compose yourself, and then answer the question than to start rambling
- Introduce your answer into parts. This will help keep your answer on track and let the interviewer know when you are done:
  - "First....Second....and Lastly...."
  - "There are many reasons why I am interested in your company. Here are three...
    - 1) X...
    - 2) Y...
    - and 3) Z...

## **Remember...**

- Phone interviews are tricky because you cannot gauge the interviewers non-verbal communication (are they smiling, nodding, looking bored, etc.). This makes it all the more important to have well-thought out and concise answers. Phone interviews are not the time to ramble or lose focus on the question.
- Smiling counts! Even though interviewers cannot see you, smiling over the phone is still important and can be sensed by the interviewer.

## **Send thank-you notes or emails**

## **Practice!**

Call or email to schedule a mock interview at Career Services

