

Telephone Interview

The telephone is often the most important interview because it is often the very first contact that an applicant has with an employer or employment agency. Very often the advert is placed in the newspaper by a *personnel agent* or *employment agency*. A personnel agent is the person that the employer uses to screen candidates on the phone. If you are successful in the telephone interview you may be asked to attend a face-to-face interview.



- Learn how to respond to adverts on the telephone
- Practice your telephone skills by applying to a few adverts in the newspaper
- Listen carefully to the questions asked and answer appropriately
- Select your words carefully, and speak clearly and concisely on the telephone.

Telephone interview check list ✓

Applicant	Yes/No
Greet politely. Don't say hello say, "Good morning" or "Good afternoon" "This is Margo speaking". Be polite by asking if it is a good time to call.	
State clearly which position you are applying for.	
Find out to whom you are speaking. Ask for the spelling of their name if necessary.	
Keep a pen and paper by your side to write down names, possible questions, dates and times, contact numbers etc.	
Refer to the interviewer by name.	
Be ready and prepared to answer questions asked by the interviewer. Communicate by saying things like, "Yes I understand".	
Speak clearly.	
Give some thought before responding to questions.	
Finish the call with a summary of what has been decided and what to do next.	
Allow the caller to hang up first	

If you are responding to an advert:

Prepare in your mind what questions you are going to ask.
Write the questions down on a piece of paper.
Have the advertisement in front of you when you call

When leaving a message on a voice mail or answering machine:

- Prepare a clear and concise message
- State the date and time you are calling
- Leave your name and contact details
- State the purpose of your call
- Tell the receiver that you will call again.

BEWARE!

Beware of applying for jobs where there is little information about the position. Make sure that you understand what you will do in the position and what are the requirements. Beware of companies that do not want to reveal their identities. This shows secretiveness as if they have something to hide.

Make sure the requirements are reasonable and that the company offering the position is not a fly-by-night organization which aims to exploit your inexperience.

Follow-up

Find out what the next step is
Where can you submit your CV
Is there a website you can find out more information on

Be open to rejection – most telephone interviews do not lead to the next round