

What to Do on a Phone Interview?

Before the Phone Interview

1. Resume:

Make sure your resume has up to date contact information. It is very hard for a recruiter to contact you if your contact information is incorrect or non-existent.

2. Research:

If you have a *scheduled phone interview*, make sure you do proper research. Do as much research for the phone interview as you would for a face-to-face interview. The more you know about the company, the more you will stand out (*many candidates will have done no research before the phone interview*). If you “cold called”, have been called unexpectedly, it is appropriate and acceptable to not have DETAILED knowledge about the company. (*You should at least still know what do!*)

3. Location:

If you have a scheduled phone interview, make sure you are in a quiet and private (*less distractions the better*) atmosphere. Make sure the room has proper cell service as well.

4. Cold Calls:

If you are called unexpectedly for a phone interview, it is perfectly acceptable (**and actually preferred**) to say you are unavailable to speak if you are truly unable or unprepared (like running to class) to talk. You can reschedule on the phone with the recruiter.

During the Phone Interview

1. Know Yourself and Your Resume:

Be prepared to answer questions about yourself and about certain activities on your resume.

2. LISTEN:

Make sure you listen to all the carefully to the entire question. There is nothing worse than coming off like you are avoiding a question. With that being said, do not be afraid to ask the recruiter to restate the question.

3. Answering Questions:

Speak clearly and straight forward when answering the question. Do not be afraid to sell yourself. If they ask you a “Yes or No” question; answer with a yes or no and then explain your answer with valid examples.

4. Questions:

Make sure you ask the recruiter at least 3 questions about the position or the company (*especially if it is a Cold Call*)

After the Phone Interview

1. Follow-Up

Make sure (*if possible*) you send the recruiter a follow-up email, thanking them for taking the time to talk to you. Not many people do this for a phone interview and you will stand out. (*The sooner the better*).

The best way to get good at phone interviewing is PRACTICE, PRACTICE, PRACTICE. If you want to set up a **Mock Phone Interview** call 610-660-3100 to make an appointment with a Career Counselor or go to <http://sju.edu/careers> , log into your account, and practice the Mock Phone Interview questions available through Interview Stream.