



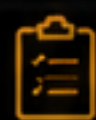
9. TELEPHONE INTERVIEWS

FIRST IMPRESSIONS COUNT – EVEN ON THE PHONE.

Telephone interviews are often the first step in the recruitment process. Good preparation and clear communication can help you make a strong impact. ♥

IN THIS GUIDE

- ✓ What is a telephone interview?
- ✓ How to prepare
- ✓ Tips for success
- ✓ How to handle common challenges
- ✓ Key things to remember



1. WHAT IS A TELEPHONE INTERVIEW?

- ✓ A screening interview done over the phone.
- ✓ Used to assess your suitability before a face-to-face interview.
- ✓ Usually shorter but just as important.



It's your chance to make a great first impression.



2. HOW TO PREPARE

- ✓ Research the company and the role.
- ✓ Have your CV, notes and the job description to hand.
- ✓ Find a quiet space with no distractions.
- ✓ Test your phone and signal before the call.



Preparation builds confidence and calm.



3. TIPS FOR SUCCESS

- ✓ Smile – it improves your tone of voice.
- ✓ Speak clearly and at a steady pace.
- ✓ Listen carefully and answer the question asked.
- ✓ Keep your answers relevant and concise.



Your voice is your first impression.



4. HOW TO HANDLE COMMON CHALLENGES

- ✓ If you don't hear or understand, ask politely.
- ✓ If you're put on hold, stay calm and patient.
- ✓ If the call drops, call back and apologise.



Stay calm, professional and solution-focused.



5. KEY THINGS TO REMEMBER

- ✓ Be enthusiastic and positive.
- ✓ Show interest in the role and the company.
- ✓ Thank the interviewer for their time.
- ✓ Follow up if advised.



Thank you can leave a lasting impression.



COMMON TELEPHONE INTERVIEW QUESTIONS



TELL ME ABOUT YOURSELF

"Can you give me an overview of your background and experience?"



WHY THIS ROLE?

"Why are you interested in this role and our company?"



YOUR STRENGTHS

"What are your strengths that make you a good fit for this role?"



YOUR EXPERIENCE

"Can you tell me about your relevant experience?"



HANDLING CHALLENGES

"Can you give an example of a challenge you faced and how you handled it?"



ANY QUESTIONS FOR US?

"Do you have any questions about the role or the next steps?"



DO'S

- ✓ Do find a quiet, comfortable place.
- ✓ Do have a pen and paper to make notes.
- ✓ Do speak clearly and confidently.
- ✓ Do listen carefully and take your time to answer.
- ✓ Do show enthusiasm and interest.



DON'TS

- ✗ Don't take the call in a noisy or public place.
- ✗ Don't eat, drink or chew gum during the call.
- ✗ Don't rush your answers.
- ✗ Don't interrupt the interviewer.
- ✗ Don't give one-word answers.



REMEMBER

Preparation + Professionalism = A Positive Impression
You've got the skills. Let your voice open the door to opportunity. ♥