

Interview Tips

PHONE

Workforce Solutions Texoma is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Individuals with speech and/or hearing impairments may call 711 for assistance.

You Have an Interview!

We are all used to the face-to-face interview, but increasingly potential employers will ask you to interview for a job by phone.



You're going to have to work harder to make sure you are coming off as personable, capable, and the perfect asset to their team - so prepare!

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Why a Phone Interview?

There could be a number of reasons...

- Employer may want to quickly narrow down their list of applicants.
- The applicant or interviewer is out of town.
- A recruiter may want additional information before they give your resume to the hiring manager.
- It's easier on the employer.

What to Expect

- Phone interviews usually last no longer than 30 minutes.
- It's usually a one person interview – not group
- They will **expect you to focus** – no distractions
- Standard interview questions are used
- In a phone interview, it is harder to make a 'connection' with the interviewer.
 - **Make sure you smile!**
 - **The interviewer CAN hear the smile in your voice**
 - **It makes you more personable and more likely a good candidate to fit in with the team they already have**



Prepare for Your Interview

- **Decide where you are going to interview**
 - Find a **quiet** place where you will **NOT** be interrupted
 - Remove distractions - bribe your spouse to keep the kids & dog quiet... or have spouse take them to the park while you're interviewing.
 - **Stand up during your interview** - Standing up helps you to breathe and feel confident.
 - If you decide to sit during the interview, make sure you sit up straight *at a desk or table*. Do not sit or lay on the couch or bed.
- **Prepare your own notes with questions & your answers. Have on hand:**
 - Cheat sheet of answers for common interview questions
 - Copy of your resume
 - Pen and paper to take notes
 - List of one to three questions for them
- **Decide what you are going to wear- yes, dress for the interview even if it is on the phone... it will make you more confident!**
- **Make sure you get enough sleep the night before**
- **If you will be using a cell phone, *don't* be mobile... stay in one spot the entire call.**
 - Charge your phone
 - Use headphone/buds

Do's

- **Do** take this phone interview seriously!
- **Do** your research
 - Find out about the company
 - Look up your interviewer
 - Have questions ready
- **Do** let friends and family know you will be expecting an important call.
- **Do** make sure your voice mail is set up (**and not full!**) and has a professional message...
just in case you miss the call.



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Don'ts

- **Don't** try to talk through all of the silences- they may be taking notes.
- **Don't** eat, drink, chew gum, smoke or play on the computer during the interview!
- **Don't** sound bored or distracted - no tapping of your finger or pen.
- **Don't** hold the phone with your shoulder - you might be breathing into the phone, making it difficult for the interviewer to hear you – use headphones or earbuds.

Interview Time

- Make sure there are NO background noises - **NONE!**
- **Smile!** Remember, they can *hear* the smile in your tone of voice.
- Focus & listen
- Speak clearly and show enthusiasm
- Don't interrupt them but realize they can interrupt you
- Stay professional
- Slow down & breathe
- Remember to say **Hello, Goodbye & Thank you.**
- Have a pen and paper ready so you can take notes.



Ask Questions!

Have a list of questions for your interviewer.



- What are the primary responsibilities of the position?
- What is the key to succeeding in this position?
- When do you expect to be making your hiring decision?
- Do you hire or promote from within your company?
- What is the next step of your interview process?

Questions to **NOT** Ask

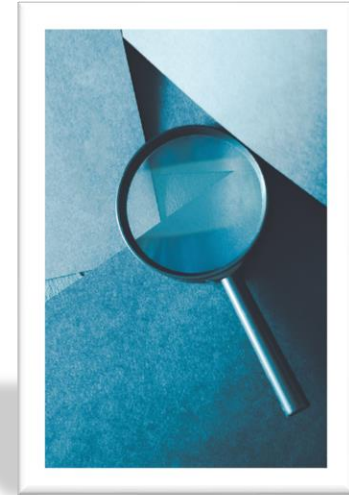
Professional recruiters agree these questions should **never be asked** during an interview:



- How much will I get paid and what is your benefit package?
- May I arrive early or leave late as long as I get my hours in?
- Can I work from home?
- Do I get my own office?
- Will you run my credit or look at my social networking profiles?

Research

- You have probably applied for more than one job, so specifically research this job and company to familiarize yourself with them.



- Revisit their job description. Write down key skills and qualities they are looking for in your notes for the interview.

After Interview

Send a thank you email or card after the interview.



A thank you email or card is common courtesy ... and puts your name in the interviewer's brain one more time, and in a good way!

LOCATIONS

COOKE COUNTY

1311 North Grand Ave.
Suite 200
Gainesville, TX 76240
940-665-1121

FANNIN COUNTY

1205B E. Sam Rayburn Dr
Bonham, TX 75416
903-640-0222

GRAYSON COUNTY

2415 South Austin Ave.
Suite 105
Denison, TX 75020
903-463-9997

1-888-813-1992

www.workforcesolutionstexoma.com

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