

Conducting a Successful Phone Interview

An employer may ask to do a preliminary phone interview. If the candidate is prepared for the phone call, it will impress the interviewer. The following are some tips for a successful phone interview.

Before the Interview

- Turn off all potential electronic distractions.
- Find a quiet area for the phone interview. You may be able to reserve a space ahead of time in Career Services or the library.
- If you are nervous about the reliability of cell phone service, use a landline.
- Make sure you have all of the following in front of you:
 - Resume and cover letter
 - Job description
 - Pen and paper
 - List of questions to ask the interviewer
 - Water
 - Calendar or schedule
- Dress as if it is an in-person interview. Experts say that if you're dressed in a professional manner, you will sound more professional as well.
- Be ready 15 minutes prior to the interview.

During the Interview

- Do not worry if you interrupt the employer. Phone interviews can be difficult because they lack the visual body language cues that indicate the end of a phrase. Try to end your responses with questions so that the employer knows it is their turn to talk.
- Let the employer end the interview, then thank the employer for their time and reiterate your interest in the position. This is also a good time to ask about next steps and when to expect to hear back from the employer.
- Speak clearly and concisely and avoid rushing, rambling, or saying "um", "like", or other filler words, just as you would in an in-person interview.
- Be energetic. It can be helpful to smile during the interview.

After the Interview

- Write a thank you note (an email is acceptable) to anyone who participated in the phone interview. It is helpful to write down names at the beginning of the interview when the interviewers introduce themselves for you to reference later.

Sources: National Association of Colleges and Employers (NACE)