

The Q Works Group, founded in 2002, is an executive recruiting firm specializing in placing qualified professionals. Our mission is to provide our clients with market intelligence and our proven recruiting practices for best technical fit and cultural compatibility.

Telephone Interview Tips

Telephone interviews are meant to be a relatively quick and easy way to narrow down the pool of applicants, before compiling a short list for on premise interviews. Expect to be asked general interview questions, as well as some technical questions relative to the role.

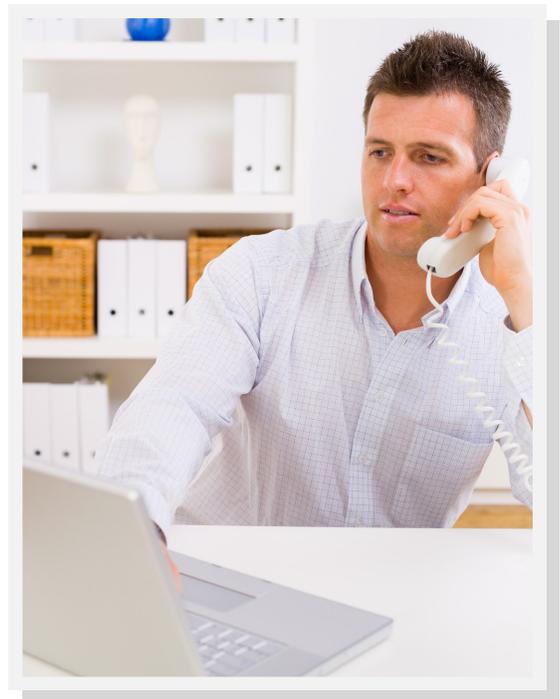
Here are suggestions on how to prepare for a telephone interview:

- ⇒ Practice your voice projection. Ask someone else to listen to you or record and play yourself back. This will give you the opportunity to identify and eliminate bad habits or hesitations. Your voice will create your presence with the interviewer.
- ⇒ Practice general interview questions with someone on the telephone. Further, you should be able to demonstrate a good knowledge regarding the job, company, its' products and services and even it's' competitors...that means undertaking research.
- ⇒ Have your research and company notes in hand. You should also have a copy of the resume that was sent to that company. Remember, the most effective resumes are those that are especially tailored.
- ⇒ If you do not have a landline, make sure you have excellent cell reception. Do not driving while interviewing – your focus will be impaired, and you want to take notes during your conversation.
- ⇒ Be calm and collected. Remember to slow your breathing...at least try by counting to 5 with each inhale and exhale. It may help to stand and walk while interviewing.
- ⇒ Smile – it really makes a difference in your voice so much so that the person on the other end can tell when you are smiling.
- ⇒ If you need time to consider a response or get out your materials, say..."Thank you for calling. Would you wait just a moment while I close the door?" Rest the phone as you gather needed composure and information.
- ⇒ Be professional, as if it was a face-to-face interview. Don't be over-familiar with the interviewer. It does happen! Remember this is an interview.
- ⇒ Listen carefully to the interviewer. Listening and communication skills are essential. Reflect the question back to the interviewer if you are not completely clear on what they are asking.



Telephone Interview Tips (continued)

- ⇒ Sound positive, friendly, and collected.
- ⇒ Answer politely and keep to the point...telephone interviews are seldom more than 30 minutes. Have clock nearby and keep your responses under 3 minutes.
- ⇒ Prepare questions to ask the interviewer. We suggest having 1 or 2 regarding several areas of interest, which will position you as well reasoned and interested.
- ⇒ Be factual in your answers.
- ⇒ Speak directly into the telephone. A headset will free your hands to take notes.
- ⇒ Do not smoke or eat while on the phone.
- ⇒ Shut out all background noise, such as pets, children playing and the television.
- ⇒ Take notes. They will be invaluable to you in preparing for the face-to-face meeting.
- ⇒ Prompt the interviewer to invite you to interview by saying, "I am immediately available for interview if you would like to arrange one now."
- ⇒ If you are invited to an interview take a note of the details and read them back to confirm date, place, time etc.
- ⇒ Ask the interviewer if they have any hesitations about you moving forward in the process. "What hesitations do you have about my ability to do the job?"
- ⇒ Take care to ascertain the correct spelling and pronunciation of the interviewer's name as it shows your concern for the small but important things in life--it will be noticed.
- ⇒ Be sure to send a thank you note or email to each person that interviews you and indicate your continued interest in the opportunity and to thank them for their time.



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