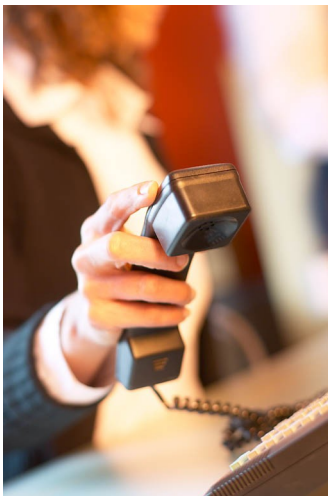




St. Cloud State University  
Centennial Hall, Suite 215  
720 Fourth Avenue South  
Saint Cloud, MN 56301-4498

Phone: (320) 308-2151  
[www.stcloudstate.edu/careerservices](http://www.stcloudstate.edu/careerservices)



### Phone interviews can result from a variety of activities:

- You call the hiring manager.
- An employer calls you, for instance, from a resume referral or from your posting on their website or an internet job board.
- The company schedules a pre-set time with a hiring representative.

# PHONE INTERVIEWING ETIQUETTE

*Employers find phone interviewing an affordable and effective screening tool. Phone interviews are frequently used to save time by pre-qualifying your interest and expertise.*

*Review the following tips and techniques about this important phase of job-hunting to ensure that your next phone interview is a success!*

If you are in a job search, you must be ready to have a professional interaction every time the phone rings. Not only should you record a refined and simple voicemail message, but also you should teach whoever might answer your phone how to respond to a professional caller and how to take an accurate message.

You prepare for a phone interview in the same serious, focused way you do for a face-to-face meeting. You do your research and have your points ready to prove that you fit the job qualifications and will add value to the company.

Phone interviews are concise, focused, and last generally between 20 to 30 minutes.

At the conclusion of the phone interview, ask the interviewer about the next steps and timing of the hiring process.

Follow-up the phone interview with a thank you letter.

### Prepare your environment for a phone interview:

- Have a “do-not-disturb” sign on the door.
- Make sure the room is quiet ~ turn off your TV, stereo and cell phone.
- Turn off call waiting on your conventional and/or cell phone ~ make sure that your cordless phone is fully charged.
- Tape your resume to the wall in front of you for easy reference.
- Have the company information and your research notes in front of you.
- Have a pen and paper handy for taking notes.
- Stand up, but do not pace ~ you will sound better.
- Smile as you would face-to-face ~ you will come across friendlier and more interested.
- Speak naturally and calmly ~ try to match the interviewer’s pace and pitch.
- Ask for accommodations if you need them ~ relay service or TTY are often available for person’s who are deaf or hard of hearing.

### Prepare Your Responses!

- “Tell me about yourself.”
- “What do you know about our company?”
- “How did you learn about this position?”
- “What are your compensation requirements?”
- “Why are you interested in this position?”
- “What are your strengths?”
- “Do you have any questions for us?”

