



PHONE & WEB INTERVIEWS

Prepare and treat phone and web interviews as if they were in-person interviews. They are often used as a first-screen of potential candidates before determining who will be invited to an in-person interview. It is very important to be well-prepared.

Phone & Web Interview Basics

- Do not chew gum or eat
- Keep a glass of water handy in case you need to take a sip
- Smile (Yes, even in a phone interview): Smiling will project a positive image to the listener and changes your tone of voice
- Dress professionally (Yes, even in a phone interview): Look good, feel good, sound good
- Prepare a quiet space with no distractions
- Pen and paper ready to take notes
- Speak slowly and enunciate clearly
- Use the person's title (Mr. John Doe) unless they ask you to call them by their first name
- Do not interrupt the interviewer
- Like an in-person interview, keep answers complete yet concise
- Schedule plenty of time so you are not rushed
- Remember, often times, your goal is to set up a face-to-face interview. Upon conclusion of the interview, say "thank you," ask what the next steps are, and inquire about meeting in-person

After the Interview

- Follow with a thank you note. This note can be sent via email or handwritten (Be sure to refer to something specific from the conversation and mention what you gained from the meeting)

PHONE INTERVIEW SPECIFICS

- Have your resume and a short list of accomplishments in sight, but do not plan to read off of it
- Make sure your phone is on and ready to receive a call
- Practice: Talking on the phone isn't always easy. Do a mock interview in Career Services or with a friend, practice reducing "ums" or other distracting habits

WEB INTERVIEW SPECIFICS

- Download and test the interviewing software well in advance
- Double-check wireless connection
- Practice: Familiarize yourself with the technology and practice communicating and answering questions via the software
- Have a phone number ready in case of a technology glitch
- Make eye contact with the employer