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careerservices](http://parkland.edu/careerservices)

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8am-5pm

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10 Phone Interview Tips

Phone interviews are often used to screen candidates in order to narrow the pool of applicants who will be invited for in-person interviews. They are also used as a way to minimize the expenses involved in interviewing out-of-town candidates. Most phone interviews are scheduled, but it is important to be prepared on a moment's notice. You never know when a recruiter might call and ask if you have a few minutes to talk.

1. **Research the job and the company** so you are prepared to discuss your role if you were to be hired. Check their website to see what services or products they offer. Why do you want to work for them?
2. **Tape papers on a wall or countertop so you are not fumbling through them during the call.**
Have in clear view:
 - A copy of your resumé
 - A short list of your work-related strengths and accomplishments. Why should they hire you?
 - A short list of questions to ask the interviewers
 - A pen and notebook for note taking
3. **Make sure your cell phone is fully charged and that you are in an area of full reception.**
4. **Remove distractions** - Turn off the TV and find a quiet place to talk.
5. Answer with, **“Hello, this is John.”** If the time is not convenient, ask if you can call back and suggest a time.
6. **Avoid multitasking** - Do not eat, drink, smoke, or chew gum.
7. **Write down names** - Who are you talking to? Get a phone number in case you get disconnected.
8. **Avoid “um” and “like” fillers.** Use complete sentences, speak slowly, and enunciate clearly.
9. **Show enthusiasm, but do not interrupt!**
10. Remember, **your goal is to set up a face-to-face interview.** After you thank the interviewer, ask if it would be possible to meet in person or ask what the next step in the process will be.

Visit Career Services (U267) for assistance with resumé, interviewing, career guidance, and occupational information.