

Phone Interview Criteria

I. First Impression

- _____ Resume and references submitted before interview
- _____ Be on time
- _____ Professional introduction/Positive first impression
- _____ Talk clearly and precisely
- _____ Tone of voice – delivery, sound, inflection and energy
- _____ Talk in a normal speech pattern (not too fast or slow)
- _____ Portray enthusiasm for the interview/company/position
- _____ No background noise or distractions

II. Content of Interview

- _____ Make abilities/experiences relevant to the job being sought
- _____ Answer the interviewer's questions confidently & with good examples
- _____ Ask questions about the position/company – conduct research
- _____ Avoid closed “yes” or “no” answers to questions

III. Closing of the Interview

- _____ Learn when the interviewer will be contacting him/her
- _____ Ask closing questions
- _____ Thank the interviewer by name

Tips:

- **Research the job and the company**
- **Practice and prepare for interview questions.**
- **No distractions or background noise.**
- **Have resume, company information and calendar handy.**
- **Have a glass of water nearby.**
- **Take notes.**
- **Focus, listen, and enunciate.**
- **Pay attention to body language.** This might sound strange, but your body language matters on the phone almost as much as it does during a face-to-face meeting. Focus on the interviewer, smile, and think positive. You will make a better impression.
- **Have questions to ask the interviewer ready.** Be prepared to respond when the interviewer asks whether you have any questions for him or her. Review your questions to ask the interviewer and have them ready in advance.
- **Follow up after the phone interview.** Ask for the interviewer's email address. Send out an email thank you note immediately, thanking the interviewer and reiterating your interest in the job. Use your thank you note as a way, as well, to provide information on anything regarding your qualifications you didn't get a chance to mention during the phone interview.