

How to Ace a Telephone Job Interview (answers)

Source: <http://www.monster.co.uk/career-advice/article/how-to-ace-a-telephone-job-interview-video-advice>

Before you watch

Match the words below to their definitions.

A landline =	a telephone that is not a mobile phone
outgoing message =	the message people will hear if they call your phone
cheat sheet =	reference notes
ice-breaker =	something you say or do to make people feel more relaxed at a social event
applicant pool =	group of people who are applying for a job
verbal tics =	aspects of your spoken communication that you cannot control
to mute =	(here) to turn off the sound
self-possessed =	(adj) behaving in a calm and confident way in a difficult situation
blabbermouth =	someone who says things that they shouldn't say

While you watch

Take notes on the advice given in each of the nine steps. Include the words provided.

1. **Quiet, unannounced.** Choose a quiet time and place when you won't be interrupted by animals, children or co-workers. Keep your resume on hand in case an employer calls unannounced.
2. **Landline, call waiting, professional.** Take the call on a landline as cell phones are susceptible to poor reception and dropped calls. If you have "call waiting", check with your provider about suspending it during scheduled interviews. Make sure your outgoing message is professional.
3. **Notes, questions, news.** Have notes in front of you: cheat sheets about the company and interviewer. Prepare answers to common interview questions. If your interviewer is in another part of the country, check local news so you'll have some icebreakers ready.
4. **Salary.** Know your salary requirements. Many phone interviews are used to narrow the applicant pool and therefore begin with this discussion.
5. **Friend, you know.** Record a mock telephone interview with a friend so you can correct any verbal tics, such as speaking too fast or saying "you know" too often.
6. **Distracting.** Make sure you are away from anything that can make a distracting sound. Mute your computer and cell phone to avoid interruptions.
7. **Straight, wear, smile, headset.** Stand or sit up straight during the interview, wear something professional and smile when you speak. Speech experts say it makes you sound more alert and self-possessed. Use a headset if you can as it will allow you to move around and make gestures as you do when you normally speak, so will make you appear more relaxed and confident.
8. **Notes.** Don't be a blabbermouth. The interviewer is likely taking notes, so give them time to do so.
9. **Thank-you, interest.** End the interview as you would an in-person one, by sending a written note or email in which you thank the interviewer and reiterate your interest in the position.