

TELEPHONE OR VIRTUAL INTERVIEW



The telephone or virtual interview is a perfect time for you to sell yourself and make the interviewer want to meet you in person. Times can vary for this - some can be 20-30 minutes and some up to 45 minutes. Always make sure you have enough time available. The client will ask for examples of achievements in your previous roles. They will want to get a feel for you, your personality, and your aspirations. First things first, be ready and waiting for the call! If, for any reason, there is a hold-up, please let the employer know.

BE PREPARED

Make sure you are well-rested and mentally prepared. Who is it that you are attending an interview with? Check out the website and know it inside out (flicking your eyes over their site will not cut it). Ensure you read up on the company and Google them to see what's happened recently - this shows you are passionate about working with them. We want you to make sure you know everything you can learn about the company so when asked; you can impress with your knowledge. Google the company owners - How long have they been going? What products do they offer? What is their target market? Find out as much background information as you can. If you know about the company, you have much more chance of demonstrating how you can help and succeed. Make sure you get up and dress as you would for a face-to-face interview, consider where you will sit and make sure the background is suitable, and you have a quiet space in which you won't be disturbed. Also, ensure your internet connection and phone signal is strong.

BE YOU

Your interviewer will want to hear about you and your personality, so don't be afraid to show it. This type of interview is a chance for the company to listen to how you communicate with customers or suppliers, and it's essential to portray how confident you can be dealing with questions over the phone.

ENJOY THE CALL

It may sound silly, but if the interviewer asks how you are, ask them as well. First impressions make an impact, so be polite, friendly and be yourself.

QUESTION TIME

You will, of course, be asked questions during the interview. Take your time and consider your responses. The interviewer will be looking for clear and composing answers.

A few areas to think about:

- ✓ Why are you interested in this role? What made you apply?
- ✓ What benefits can you bring to the position and the company?
- ✓ How do you deal with challenging situations?
- ✓ Why did you/do you want to leave your previous/current position?

Towards the end of the interview, you will likely be allowed to ask any questions that you may have. Always prepare at least two questions in advance.

Here are some areas to think about.

- ✓ What is the company's strategy/future plans?
- ✓ What does the position entail?
- ✓ How will the position develop?

TOP TIPS

- ✓ Listen to the question and digest it before you answer. The interviewer will be looking for clear and composing answers. Speak with a clear and steady voice.
- ✓ Practise with someone, so you feel comfortable with over the telephone or on the relevant virtual app.
- ✓ Have two questions prepared at a minimum.
- ✓ Stay positive throughout the interview and thank the interviewer for their time.
- ✓ Make sure you get post-interview feedback and always treat it as a learning experience.