

CHECKLIST – PHONE INTERVIEWS

BEFORE THE INTERVIEW		
Technical	<p>Device: You will need a phone (mobile or landline phone). A hands-free or head set with built in microphone can help with making voices sound clearer and can also can help with cancelling out incidental noises.</p>	
	<p>Sound / Audio: Check the audio over the phone and if you will be using a hands-free or head set, check this is working also.</p>	
	<p>Other: Ask the interviewer for an email address and phone number (if you don't already have it) so you can get in contact with them if you run into any issues during the interview.</p>	
Location	<p>Plan and find somewhere quiet, private and well-lit. Make sure you won't be interrupted by pets, other people, and external noises. Avoid coffee shops and other communal spaces where it could be noisy and you could be distracted.</p>	
	<p>Adjust the lights in the room if it's too dark so you can read any notes you might have with you during the interview.</p>	
General	<p>Practise: Test your equipment (e.g. hands-free or head set) in the lead up to your phone interview. Run through some questions a few times until things start to feel natural. You can practise using the questions in this article – Common interview questions.</p>	
	<p>If you can, ask friends or family to do some trial phone calls. This will increase your confidence as you become more comfortable doing an interview without seeing the interviewer.</p> <p>Ask them to give you feedback about your voice (e.g. could they hear you, did you speak too fast?) and how well you answered the questions.</p>	
	<p>Clothing: Did you know that wearing interview clothes can help get you into the right job interview mindset? Plan and prepare what you will wear. Choose something professional - dress like you are attending an in-person interview.</p> <p>For tips on dressing the part, check out this article - Why personal presentation is so important.</p>	
DAY OF THE INTERVIEW		
Technical	<p>Make sure the battery on your mobile phone is fully charged. If you are using a landline phone, make sure it has a dial tone. Do a final check of your hands-free or head set if you will be using one.</p>	
	<p>Make sure your phone's voicemail is professional in case the employer or interviewer calls unexpectedly and you are not able to take the call. If you're not able to speak with them for long (e.g. you're somewhere where there's a lot of noise or are travelling to your location), get their number and ask if you can ring them back at a better time.</p>	
Location	<p>If you will be using a shared space and think you could be interrupted during your interview, put a 'Do not disturb - interview in progress' note on the door or entrance.</p>	
	<p>Be ready at your location at least 10 minutes before the interview is due to start. If you are travelling to a location (e.g. library) make sure you give yourself plenty of time to get there.</p>	
General	<p>Dress as you would for an interview – this will help get you into the right interview mindset.</p>	
	<p>Have pens, notebook and a copy of your résumé handy. Keep some water handy too in case you get thirsty, but don't eat or chew gum.</p> <p>TIP: Even if the interviewer cannot see you, try not to read from any notes you may have prepared for yourself. This can sound rehearsed and may not be answering their question.</p>	

DURING THE INTERVIEW	
General	Body language and personal presentation: Smile when you talk (you'll sound more positive). Standing up can help your confidence too.
If things go wrong	
	If you cannot hear the interviewer <ul style="list-style-type: none"> - Let the interviewer know that you are having issues with sound – you could send them an email or text message. - Check that the volume on your phone / hands-free or head set is turned up and that it is connected properly. - If you are still having trouble hearing, let them know and suggest to have them call you back.
	If the line cuts out <ul style="list-style-type: none"> - Wait for a moment - the interviewer will likely try calling you back straight away. - If they don't call you back after 5 minutes, the issue might be at their end. If you don't hear back from them: <ol style="list-style-type: none"> 1. try calling them using the contact number you asked for before the interview. 2. try sending them a message via text (if you are using a mobile and if you have their mobile number) and let them know that you tried to call them. 3. send an email to the contact person who you've been speaking with about the interview and ask if you can reschedule.
	If noise interrupts the conversation <ul style="list-style-type: none"> - If noises (sirens, construction, etc.) interrupt your phone interview, apologise for the interruption and ask for a few moments until the noise has eased or stopped. - You may want to mute the phone if the noise level is very loud.
	If someone enters the room unexpectedly If family members, housemates or pets enter the room while you're interviewing: <ul style="list-style-type: none"> - apologise to the interviewer and ask for a few moments - mute your phone - deal with the interruption as quickly as possible - make sure the room is clear before beginning the phone interview again
AFTER THE INTERVIEW	
Technical	Make sure you've hung up the phone before breathing a sigh of relief! Return phones or equipment you borrowed or rented.
Location	If you're at a library or in a shared space: <ul style="list-style-type: none"> - leave the space clean / tidy - check you've packed up all your things including cords, chargers, and water bottle - don't leave anything behind - turn off any lights
General	Thank the interviewer for their time. Send a follow-up thank you email later that day (or the next day if your interview was in the evening). Even if things don't work out, learn from it. <ul style="list-style-type: none"> - If you hear back from the employer, ask them for feedback on what you can improve on. This will help you further develop your interview skills for next time. - If you <i>don't</i> hear back from the employer after a few weeks, send a follow-up email to check whether they have made their final decision. If you don't get a response, be proud that you did everything you could. Try and learn from the experience. <p>For more info on why you may not hear back from employers, check out – Why I don't hear back from employers</p>