

**DENISON**  
**UNIVERSITY**  
**CAREER SERVICES**

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**TELEPHONE INTERVIEW STRATEGIES**

1. **Provide**. Provide accurate and detailed contact information in your cover letter to make it easy for interviewers to get in touch with you.
2. **Research**. Just like a face-to-face interview, you must do your research on the company and the position. You will be better prepared for what they are looking for; you will have strong questions to ask them; and you might even impress them with your knowledge about them. You should be able to find information on the internet and/or the library.
3. **Answering Machine**. Make sure your answering machine has a short professional message. If possible, make sure it at least includes your name or phone number so that the interviewer will know they have the correct number.
4. **Roommates**. Let your roommate know that you will be receiving job-related calls, and let them know you will need them to give you detailed messages, or they should just let the machine answer the phone.
5. **Setting**. Be in a quiet, comfortable setting, without distractions for the interview, if possible.
6. **Preparation**. Have your resume, pen, paper, and any other supporting materials, including information on the organization, the position, the interviewer and any questions you have for them, by the phone, in front of you for your use during the phone interview.
7. **Mock Interview**. Consider having a friend call you for a mock phone interview, or set up a phone interview with a Career Services staff member at 587-6656.
8. **Hot Sheet**. Also called a “Phone Interview Log.” Have a sheet by the phone that has the recruiter’s name, company name, position applied for, and qualities they are looking for – for every job you have applied for. This way you will know right away who is calling, and you won’t sound disorganized.
9. **Available**. If a specific time has been set up for the phone interview, be ready to answer the phone on time, without distraction, with your paperwork in front of you. If the recruiter calls during an unscheduled time to ask you some questions over the phone, try to make yourself available then. If this is not possible, suggest a specific alternate time to the recruiter.
10. **During**. During the interview, listen and write down the information the interviewer gives you including answers to your questions. Talk about how your education/experiences would be a good match for the position you are applying for. Mention information you know about them. Ask informed questions. Know their problems/challenges and competitors so that you can offer solutions.
11. **Know**. Know your resume. Know why you want the job. Know why you are qualified for it.
12. **Speech**. Speak clearly, pronounce correctly, and smile. Smiling can make your voice sound more friendly and enthusiastic. Your voice is your only selling point since they cannot see your posture, expressions, dress, etc. Sound formal and professional just as you would in a face-to-face interview.
13. **Follow up**. Send a thank you letter to the interviewer(s) just as you would for a face-to-face interview.