

TELEPHONE INTERVIEW TIPS

TIPS TO HELP YOU DO BETTER THAN 95% OF THE PEOPLE WHO RECEIVE CALLS

1. Be informed about the company and its products.
2. Be enthusiastic and positive. *“I’m glad you called. XYZ is the best medical facility in the County, and I’m excited about the chance to be a part of your team!”*
3. Ask questions in a proactive manner. *“What do you see as the major challenge facing your department?”* or *“What are the most important attributes the person you plan to hire should possess?”*
4. Stay within a few clear and descriptive sentences that address the topic.

HOW TO MAKE THE BEST IMPRESSION POSSIBLE THE FIRST 5 MINUTES OF THE CALL

1. Answer the phone with a happy, upbeat voice.
2. Be in a quiet place with time to talk. Sound composed, confident, and enthusiastic with knowledge of the company.
3. Take the lead in the conversation. Open with a sincere appreciation – “so glad you called,” etc. Show enthusiasm for the company, what you’ve heard, seen, used, etc.
4. Continue to take the initiative after being told who/why is calling. *“Before I start telling you about myself, could you describe to me your ideal candidate for the position?”...“What are you looking for this person to achieve?”...“What is the long-term focus of the company?”...“What are your biggest challenges?”...“Is this a growth position?”*