

## After the Interview

Evaluate your performance during the interview.

- Which questions gave you difficulty?
- Where do you need to brush up before the next interview?

Send the interviewer a thank you letter within 48 hours.

- Continue to let employers know of your interest in the position and restate key points to help them remember you.
- If you no longer want to be considered for the position, use this letter as an opportunity to withdraw your candidacy.

## Career Services

Mund College Center  
Lebanon Valley College  
Annville, PA 17003  
Phone: 717-867-6560  
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**Lebanon Valley College  
Career Services**

## *The Phone Interview*

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## Job Interviews



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## Prepare to Respond

The telephone interview is the most common way to perform an initial screening interview. Typically the interview is conducted by a third party, often someone from the HR department. The interviewer is trying to determine in a short amount of time that you have the interest and skill set for the job and that you are likely to fit with the company. The interview follows a set, logical format.

Telephone interviews can be problematic for candidates, especially if time and energy is not spent in preparing for the telephone meeting. Keep in mind that employers are generally seeking to discover several things from the interview, including your ability to communicate verbally, your willingness to relocate, and your knowledge of their company/organization/school. They also are listening for your qualifications and experience to determine how closely you match their employment needs.

That's a tall order. Most of us are more comfortable expressing ourselves in face-to-face situations where our facial expressions, gestures, and eye contact reinforce what we are attempting to say. But, with some organization and practice you can make the impression you need to get to the next step in the hiring process – an on-site interview.

### Try these tips for increasing your telephone interview effectiveness:

- Schedule your interview for a time when you won't feel pressured or distracted. Try to take at least 10-15 minutes before the interview to calm down and get focused.
- Prepare as though this were a face-to-face interview. Practice responses to typical interview questions in a mock interview with a Career Services professional. Don't forget to prepare questions to ask.
- Be sure to have a copy of your resume, cover letter, recommendation letters, and the job announcement and/or description with you.
- Prepare yourself and the room before the interview. Dress professionally. Use a land line; no cell phones.
- Do not eat or chew gum. Turn off the television or radio; eliminate any distractions. Do not put your interviewer on hold to take another call.
- Be personable. Smile. Even if your face is not visible to the interviewer, your enthusiasm is conveyed through your voice tone. Some individuals find that standing up during the interview helps them to convey maturity and professionalism.
- Show interest in the company/organization/school by asking questions and/or commenting upon aspects of their organization that impressed you during your research.
- Answer questions thoughtfully and concisely. Give interviewers details to demonstrate what you have accomplished through your studies, work experience, and co-curricular activities. Site achievements for which you've been recognized or complimented. Emphasize your work habits and attitudes. If you need some time to pause and think, say so.
- Ask for opportunities to rephrase your responses if you feel the interviewer may not have understood what you attempted to articulate.

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