

Telephone Etiquette

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1 Use the caller's name in conversation when answering a question presented by the interviewer. This assists you in remembering their name and shows that you have been invested in the conversation from the very beginning.

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2 Use pleasantries when requesting additional information. If the interviewer did not provide their name, ask for it in a pleasant way such as, "May I ask who I'm speaking with?" to avoid sounding confrontational or rude.

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3 Maintain a pleasant, professional telephone demeanor. Do not use any slang or casual phrases. For example, always say "Yes" not "Yea". Be sure to use good diction when speaking, and be aware of the pitch, expressiveness and clarity of your voice.

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4 At the end of the interview, ask the caller "Is there anything else I can do for you today?" or "Are there any other questions I can answer for you?"

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5 Say 'Have a nice day!' at the end of every call. Say something to the effect of "Thank you for giving me the opportunity to speak with you about this position, I'd be interested in an on-site interview to discuss my candidacy further." Make sure the interviewer knows you are appreciative of their time and that you are interested in continuing the interview process.

Additional Tips

Background Noise - Make sure there are no loud noises in the background such as a television, radio, pets, or children. It makes it seem as though you are not dedicating your complete focus to the interview.

Eating/Chewing - Do not eat, chew gum, or smoke during the interview. The microphone on your phone will probably pick it up. Doing so makes it appear that you aren't taking the interview seriously and are not completely committed.

Prepare Notes - Make notes for yourself and have your resume in front of you so if they ask you specific questions you aren't scrambling to find or create an answer. Have a note pad available so you can take notes about the position as well.

Smile - Smile while you are talking during the interview. You would be surprised how big of a change this can make to the tone of your voice.

Posture - Make sure your posture is good and you stay calm and relaxed. If you clench your fist or are uptight it can stifle your voice.

Attire - Wearing business attire during the interview will help you treat the interview more seriously than you would if you are wearing sweats.

Breath - Breath is the source of energy for your speech. Keep your breaths natural.