

CANDIDATE TELEPHONE INTERVIEW PREPARATION

Use this checklist to make sure that you have fully prepared your candidate for their up coming telephone interview with your client.

BASICS: [NEVER ASSUME YOUR CANDIDATE HAS THOUGHT ABOUT THESE THINGS]

LOCATION - Find a quiet spot where you will be able to focus on the call. Avoid being caught on the car park of the local supermarket. Indoors and private.

BATTERY – Make sure your phone is fully charged, or better still is plugged into a power supply.

SOUND - Use a headset or headphones, it reduces background noise and creates clearer audio in both directions

NOTES – A headset/headphones makes note taking easier. Make sure you have pen and paper to hand to write notes. Have your own preparation notes in front of you.

BE READY – Be sat, prepared and ready to take the call BEFORE the scheduled time

PITFALLS – Agree a plan if the call does not come through or the line drops

PREPARATION:

Remind your candidate why they are suitable – give them feedback as to why they got selected for the interview. Help them to zone in on the core skills required for the job.

HAVE YOU COVERED:

Where your candidate intends to take the call

Go through their CV with them to pull through evidence of capability

Discuss the job description covering the essential and desirable requirements

Questions the client is likely to ask

Questions your candidate has prepared to ask the client

Tell your candidate to look at the website and recent news about the company

Discussing the company as an employer and why the candidate would want to work there

Who they are talking to on the phone and what they are like

What the next step will be

How to close a telephone interview positively

To call you once the interview is over

COMPETITION:

Make sure your candidate understands that it is not the best candidate who gets the job – it is often the most prepared. Explain the importance of enthusiasm for the content of the role and the company. Businesses like to employ people who want to work there. By knowing about the business you are much more likely to demonstrate your interest in the business.