

# How to Ace a Phone or Video Chat Interview



First impressions count. Companies tend to use phone or video chat interviews as an initial first step to get to know you and to work out if you're a good fit for the role.

## Preparation

- ✔ **Make sure you've done your research** on the company including the industry, clients and stakeholders. Take a close look at their website and social channels and find out about any recent company updates
- ✔ **Make notes of your key skills and weaknesses.** Study the job description and think of what examples you have that make you a perfect fit for the role
- ✔ Before the interview, make sure you have **your notes** on you, **a copy of your CV** (or application) and a **pen and paper** for further notes

## Video Chat

- ✔ If it's a video interview, make sure you set up your laptop or table somewhere **comfortable and professional looking**. Get rid of clutter
- ✔ If you're not familiar with the video chat platform, **have a trial run with a friend or with your recruiter**

Make sure you use a professional username.

## Interview

- ✔ **Take the call in a quiet place** to avoid noises and disturbances. Make sure you have good reception on your phone, or if it's a video chat interview, make sure you have a **strong internet connection**. Pre-set up the area so you're ready
- ✔ **Think about each one of your answers before replying** so you don't sound rushed and you are giving the best answer possible. Think about your **delivery** and make sure you're **speaking clearly**
- ✔ **Finish the call by thanking the interviewer for their time**, and if it hasn't been discussed ask about the next steps
- ✔ When you're having a video interview, **make sure you're dressed appropriately** for the role and industry you're interviewing for. **Maintain a professional posture** and be aware of your **body language** throughout as you would do in a face to face interview

## Follow up

- ✔ **Send an email to the interviewer** thanking them for their time, and reiterate how keen you are about the role and the company. Don't forget to also get in contact with your recruitment consultant and let them know how it went