How to Have a Successful Phone Interview

Interviewing with TWC Internship Site Partners
• You are a representative of your Institution, TWC, and yourself.
• Communication is key.
  — Your Internship Coordinator should always be informed when you have an interview or offer.
  — The Internship Site should always receive prompt responses from you.
• Accept all interviews.
• Always consult with your Internship Coordinator before rejecting an offer.

Research + Preparation
• Be prepared to talk about yourself.
• Learn the industry, company, and job.

Communication
• Phone, email, and home phone—check regularly.
• 24 hour response times are key.
• Be professional in your writing—spellcheck, no texting language.

Phone Interview Set-Up
• Stand or sit up straight during the interview.
• Speak clearly and loudly.
• Notes are great—no scripts.
• Smile—interviewers can hear smiles.

Common Questions
• Tell me about yourself.
• Why did you apply for this position?
• What would a coworker say it is like to work with you?
• What is your ideal work environment?
• What is your greatest strength?
• What is your biggest weakness?
• What were the responsibilities of your last position?
• Where would you like to be in your career five years from now?
• How do you handle stress?

STAR Method
1. Situation: Open with a brief description/context of the story (who, what, where, when, how).
2. Task: Explain what you had to complete highlighting any specific challenges or constraints.
3. Action: Describe what you did to complete the task. This is where you can highlight strengths.
4. Result: Close with the result of your efforts. Note any measurements and talk about the impact.
Prepare Your Questions
• Please tell me what you are looking for in this position?
• What are the day-to-day responsibilities of this internship?
• What is the work atmosphere like in this internship?
• I noticed X on your website and wanted to ask…

Ending the Interview
• Say “Thank You.”
• What is your timeline for filling this internship position?
• Restate your interest.

Post Phone Interview
• Call or email your Internship Coordinator to debrief on the interview.
• Write a thank you – be sure to include highlights from your interview.
• Reflect – did you note the internship to test skills and provide professional exposure you are looking for?
  — Consider the rapport with the potential internship supervisor.
• Do not be so narrow/focused that you pass up a fantastic opportunity.

Internship Advising Team

<table>
<thead>
<tr>
<th>Internship Coordinator</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eliza Allison</td>
<td><a href="mailto:Eliza.Allison@twc.edu">Eliza.Allison@twc.edu</a></td>
<td>202.238.7906</td>
</tr>
<tr>
<td>Brian Bar</td>
<td><a href="mailto:Brian.Bar@twc.edu">Brian.Bar@twc.edu</a></td>
<td>202.238.7718</td>
</tr>
<tr>
<td>Kinsey Holloway</td>
<td><a href="mailto:Kinsey.Holloway@twc.edu">Kinsey.Holloway@twc.edu</a></td>
<td>202.238.7986</td>
</tr>
<tr>
<td>Wayne Jopanda</td>
<td><a href="mailto:Wayne.Jopanda@twc.edu">Wayne.Jopanda@twc.edu</a></td>
<td>202.238.7720</td>
</tr>
<tr>
<td>Katie Mount</td>
<td><a href="mailto:Katie.Mount@twc.edu">Katie.Mount@twc.edu</a></td>
<td>202.238.7944</td>
</tr>
</tbody>
</table>