



Clockwork Recruitment
Permanent & Temporary Recruitment

VIRTUAL INTERVIEW GUIDE: PHONE & VIDEO INTERVIEWS

In today's job market, employers are increasingly conducting **virtual interviews**—whether via phone, live video, or pre-recorded video responses. While these formats offer convenience, they also present unique challenges.

This guide will help you prepare effectively and ensure you make a **strong impression**.

Before the Interview

Set Up Your Space

- Find a **quiet, distraction-free** area—away from family, pets, and background noise.
- Ensure **proper lighting** and a **neutral, clutter-free background** for video interviews.
- Charge your **computer, phone, and any other necessary devices** in advance.
- Close unnecessary apps, tabs, and notifications to avoid interruptions.

Gather Your Essentials

- ✓ **CV & Notes** – Key points to highlight but avoid reading word-for-word.
- ✓ **Company Research** – Jot down key facts about the company and role.
- ✓ **Pen & Paper** – For quick notes during the conversation.
- ✓ **Questions** – Have prepared questions about the role and company.
- ✓ **Glass of Water** – Helps with dry mouth and keeps your voice clear.

Check Your Technology

- Test your **internet connection, webcam, and microphone** well before the interview.
- If using Wi-Fi, position yourself where the signal is strongest.
- Have a **backup plan**—a phone number to call in case of technical issues.

Dress Professionally

Even for phone interviews, dressing smartly can put you in the right mindset. For video interviews, choose **professional attire** just as you would for an in-person meeting.

During the Interview

Phone Interviews

- **Stand or sit upright** to help project your voice clearly.
- Speak **slowly and clearly**, avoiding filler words like “um” and “uh.”
- Since you **can’t rely on body language**, listen carefully and pause slightly before responding.
- If unsure whether you’ve answered fully, finish with:
“Would you like me to elaborate on that?”

Live Video Interviews

- **Look at the camera**, not the screen, to maintain eye contact.
- **Sit up straight** and avoid excessive hand gestures.
- **Smile naturally**—your energy and enthusiasm will come across.
- Mute your microphone when **not speaking** to minimise background noise.

Pre-Recorded Video Interviews

- Read **all instructions carefully** before starting.
- Practice delivering **clear, concise answers** within the allotted time.
- If given **one attempt**, take a deep breath and **pace yourself** before responding.
- Imagine you’re speaking to a **real person** rather than a camera.

General Tips for Any Virtual Interview

- ✓ Stay **calm and confident**—take a deep breath before answering.
- ✓ Avoid **negative talk** about past employers.
- ✓ Ask about **next steps** before ending the interview.
- ✓ Thank the interviewer for their time and express your interest in the role.

After the Interview

Send a Follow-Up Email (within 24 hours):

- Thank the interviewer for their time.
- Mention something specific from the interview.
- Reaffirm your enthusiasm for the role.

Follow Up (If Necessary):

- If you haven't heard back **within the expected timeframe**, send a polite follow-up email.
 - If using a **recruitment agency**, provide feedback on the interview immediately.
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Troubleshooting: If Things Go Wrong

- **Video or Audio Stops Working** – Have a **backup phone number** ready to call the interviewer.
 - **Unexpected Noise** – Apologise briefly and mute your microphone until the noise subsides.
 - **Someone Interrupts You** – Politely excuse yourself, mute your mic, and return as soon as possible.
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Final Checklist: Day of the Interview

- ✓ Ensure **no interruptions**—lock the door or notify housemates.
 - ✓ Have a **clear workspace** with only essential items.
 - ✓ Keep **notes & CV** handy but avoid reading directly.
 - ✓ Test **webcam, audio, and internet connection**.
 - ✓ Close **unnecessary apps & notifications**.
 - ✓ Adjust **lighting & camera angle** for video interviews.
 - ✓ **Silence your phone** (unless using it for the interview).
 - ✓ **Take a deep breath & stay confident!**
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Final Thoughts

Virtual interviews can feel different from traditional in-person meetings, but **preparation is key**. By setting up your space, testing your equipment, and practicing your responses, you'll feel more comfortable and confident.