Interviewing E-GUIDE
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OVERVIEW

- An interview is a meeting in-person, by phone, or internet video-chat between a candidate and an employer
- It is performed to determine if an opportunity is a good fit for the candidate
- You need to articulate your value and why the employer should hire you
- You must be an expert on the job and the company to which you are applying
- Know how to communicate the things you want to highlight about yourself in a clear and concise manner
- Be prepared with questions to ask the interviewer(s)

INTERVIEW PREPARATION

- How to Prepare
  - Know Yourself
    - Be ready to explain why you are interested in this particular position
    - What skills, abilities, values, strengths and accomplishments do you bring to the job? These can be transferable skills and strengths
    - Share your enthusiasm for joining this profession and what you can to contribute
  - Know the position requirements, the company and the field
    - Thoroughly review the job description and qualifications including duties and responsibilities as well as the required skills
    - Research the company’s goals and mission, products and services, organizational structure and culture, clients, growth and future direction, and current challenges.
    - What are some of the hottest topics and trends in your field of interest?
  - Develop a brief list of questions for you to ask the interviewer(s)
  - Practice, Practice, Practice!
  - Day of the Interview
    - Practice your responses to questions
    - Be prepared for all types of questions
    - Arrive punctual and well dressed
    - Be professional and enthusiastic
    - Conclude strongly by asking meaningful questions and summarizing your positive points
  - STEP 4: Follow-Up
    - Write a thank you note to your interviewer(s) within 24 hours
    - Email is fine, hand written notes might be more personal Thank the employer(s) for their time, reference some things discussed in the interview, and reiterate your interest in the position.

- Interview Plan
  - Research the organization
    - This will help you answer question, and stand out from less-prepared candidates
    - Seek background information
      - Use tools like Glassdoor, Vault, or The Riley Guide for an overview of the organization and its industry profile
      - Visit organization’s website to ensure you understand the breadth of what they do
      - Review organization’s background and mission statement
      - Assess their products, services and client-base
      - Read recent press releases for insight on projected growth and stability
    - Get perspective
      - Review trade or business publications. Seek perspective and a glimpse into their industry standing
  - Develop a question list
    - Prepare to ask about the organization or position based on your research
  - Compare your skills and qualifications to the job requirements
• Analyze the job description
  • Outline the knowledge, skills and abilities required
• Examine the hierarchy
  • Determine where the position fits within the organization
• Look side-by-side
  • Compare what the employer is seeking to your qualifications
  o Prepare responses
    • Most interviews involve a combination of resume-based, behavioral and case questions
  o Plan what to wear
    • Go neutral
      • Conservative business attire, such as a neutral-colored suit, professional shoes is best
    • Err formal
      • If instructed to dress “business casual,” use good judgment
    • Plug in that iron
      • Make sure your clothes are neat and wrinkle-free
    • Dress to impress
      • Be sure that your overall appearance is neat and clean
  o Plan what to bring
    • Extra copies of your resume on quality paper
    • A notepad or professional binder and pen
    • A list of references
    • Information you might need to complete an application
    • A portfolio with samples of your work, if relevant
  o Pay attention to non-verbal communication
    • Be mindful
      • Nonverbal communication speaks volumes
    • Start ahead
      • Remember that waiting room behaviors may be reported
    • Project confidence
      • Smile, establish eye contact and use a firm handshake
    • Posture counts
      • Sit up straight yet comfortably. Be aware of nervous gestures such as foot-tapping
    • Be attentive
      • Do not stare, but maintain good eye contact, while addressing all aspects of an interviewer's questions
    • Respect their space
      • Do not place anything on their desk
    • Manage reactions
      • Facial expressions provide clues to your feelings. Manage how you react, and project a positive image.
  o Follow up
    • Many interviews end with “Do you have any questions?”
    • Bring a list
      • You may say, “In preparing for today's meeting, I took some time to jot down a few questions. Please allow me to review my notes.”
    • Be strategic
      • Cover information not discussed or clarify a previous topic — do not ask for information that can be found on the organization’s website
      • In your opinion, what makes this organization a great place to work?
      • What do you consider the most important criteria for success in this job?
• Tell me about the organization’s culture.
• How will my performance be evaluated?
• What are the opportunities for advancement?
• What are the next steps in the hiring process?

TYPES OF INTERVIEWS

Screening
• Short phone call (10-15 minutes)
• Conducted by Human Resources or Recruiter
• Purpose: eliminate inappropriate candidates, narrow the field for future interviews

Personal/Individual/1st Round
• Getting to know you and what you have to offer
• Why are you interested in this position and this organization?
• Conducted by Human Resources or a member of the team
• One-on-one in person or over the phone
• Length is typically 30-45 minutes
• Result: Enough of a match for you to interview with hiring manager or decline

On-site/Decision/Final Round
• You made the initial cut
• Meet the people you will be working with in actual location of the job
• Most employers will send an agenda of what will happen during your time together
• Travel, meals and accommodations are typically at the employer’s expense
  o Clarify and confirm these arrangements on how you will be reimbursed
  o Make sure you have clear directions in advance, especially parking options
• Stay positive and focused even during lunch or dinner if part of the program
• Come prepared with extra resumes and a reference sheet
• Ask for business cards
• Result: offer or decline

INTERVIEW FORMATS

In-Person Interviews
• Arrive early – on time is late
• Present professionally – Business professional dress unless told otherwise
• Have copies of your resume and cover letter for each interviewer
• Ask for business cards
• Greet and thank everyone you encounter
  o Interview starts when you enter the parking lot
• Strong hand shake
• Maintain eye contact
• Smile and relax
• Have questions to ask the interviewer
• Be aware of your body language and nervous habits
• Turn off and do not check your phone

Phone Interviews
• Be sure your phone is fully charged, you can hear it when it rings, and you answer
• Treat this like you would an in-person interview
• Have copies of all paperwork:
  o Resume, application, cover letter
  o Previous correspondence
  o Company literature
  o List of questions to ask
• Find a quiet space where interruptions can be avoided
• Minimize distractions
• Pay attention to your tone
  o Interviewer can only hear, cannot see your body language
• Listen very carefully
• Ask for clarification or to repeat a question, if necessary
• Since your voice is key, convey energy with inflection in your voice - Smiles can be heard!
• Give succinct, articulate responses, speak clearly
• Do not be afraid of silence or pauses which may seem exaggerated on the phone
• Do not take another call, put the interviewer on hold, or be interrupted
• Have questions to ask the interviewer
• Send a thank you note to your interviewer

**Skype/Webcam Interview**
• Test your video and audio before an interview to ensure it is working
• Turn off alerts, software updates, and other notifications that may distract you or show up on the screen during the interview
• Make sure your laptop or tablet is fully charged
• Dress professionally from head to toe
• Make sure your background is professional and free of distractions
• Organize your documents and questions you want to ask the employer around your screen so you do not have to look away from the screen
• Eye contact is critical in a video interview
  o Avoid looking at yourself in the viewfinder and focus on looking into the webcam
• The video connection could be delayed so to avoid talking over your interviewer, let the interviewer finish the question and then pause for a few seconds before delivering your answer
• Have questions to ask the interviewer
• Send a thank you note to the interviewers

**Panel Interview**
• In this situation, there is more than one interviewer
  o This is your chance to show your group management and group presentation skills
• As quickly as possible, try to ‘read’ the various personality types of each interviewer and adjust to them.
  o Find a way to connect with each interviewer
• Remember to take your time in responding to questions
• Maintain primary eye contact with the panel member who asked the question, but also seek eye contact with other members of the panel as you give your response
• Pay attention to your body language
• Have questions to ask the interviewers
• Send a unique thank you note to each interviewer
• Turn off and do not check your phone

**Group Interview**
• Multiple candidates for the same position interviewed at the same time
• Have a short introduction prepared, as this is generally how employers will have candidates start their interview
• Be respectful to everyone in the interview
  o To the employer, how you respond to other candidates is indicative of how you will treat others in the company
• Pay attention to your body language
  o Have good posture even when you are not speaking and use subtle gestures to show that you are listening and attentive throughout the interview
• Do not focus only on the employer
  o Make eye contact with everyone in the room and actively listen to what they are saying so that you do not say exactly the same thing
• Answer questions with a purpose
  o Do not apologize for cutting in, but also do not interrupt other interviewees.
  o Be confident without being aggressive.
• Build off of other candidates’ answers if you have something similar to say and refer to them by name
• Send a thank you note to the interviewer
• Turn off and do not check your phone

Meal Interview
• The setting may be more casual, but remember that it is a business meal and you are being watched carefully
• Evaluating your emotional intelligence and interpersonal skills
• Use the interview to develop common ground with your interviewer
• Follow your interviewer’s lead in both the selection of food and etiquette
  o Avoid messy foods and do not drink alcohol at any point in this part of the interview process
  o If you can, research the restaurant and menu in advance
• Let the hiring manager lead the conversation, avoid talking too much
• Use the interview to develop common ground with your interviewer
• Beware the over-friendly interviewer
  o Someone around your age, with similar background
  o More relaxed approach and meal
  o Interact less formally, be extra careful of what you say
• Do not be rude to wait staff or arrive late
• Have questions to ask the interviewer
• Turn off and do not check your phone

INTERVIEW QUESTION TYPES AND EXAMPLES

Personal Questions
• Target your interests, qualities, goals, strengths and weaknesses
• Discussing weaknesses or failures, be honest
  o Give examples of real weaknesses
  o Focus on how you are working to improve those weaknesses, and what you learned from your failures
• When telling the employer about yourself, focus on information relevant to the position
• Examples:
  1. Tell me a little about yourself. (Keep your answer career oriented.)
  2. Why do you feel you are qualified for this job?
  3. What are your strengths? Weaknesses?
  4. What do you hope to gain from this position?
  5. What can you offer this company that someone else can not?
  6. What causes you stress and how do you handle it?
  7. Give me three adjectives that describe you.
  8. What do you consider your greatest accomplishment?
  9. Who is your role model and why?
10. What motivates you?
11. Why are you interested in this position?
12. Where do you see yourself in five years?
13. How do you define success? How do you define leadership?

**Employer Information**
- Your knowledge of the employer and your interest in the organization
- Do your research about the employer and the position
- Determine company initiatives/goals to which you can contribute given and reference them in the interview
- Understand the business model

**Examples:**
1. What do you know about our company/organization?
2. What do you know about this position?
3. Why do you want to work in this field and for our company?
4. What are the most important features you are looking for in a job/supervisor?
5. What type of steps do you take to stay informed of new developments within your career field?
6. What can you contribute to our organization?
7. Who are our competitors? Who are our partners?
8. What major trends do you expect to influence this industry in the future?

**Education Related**
- Your classes and campus involvement
- Be prepared to explain withdrawal or failing grade
  - Take responsibility for your grades
  - Focus on what you learned from the situation
  - Discuss how you have changed your study skills or ability to prioritize
- Why did you choose to come to Marymount? Why did you choose your major?
- Do not include a student organization on your resume if you did not have meaningful participation
  - Be prepared to answer questions about everything on your resume

**Examples:**
1. How did you decide on your career/field/major?
2. What classes have you enjoyed the most/least during college and why?
3. How have the activities that you have been involved with during college influenced you?
4. Do you have future plans of furthering your education?
5. What campus activities were you involved with?
6. Explain... (a poor grade or another failure).
7. How did you prioritize your time as a student?
8. Which electives did you take and why did you choose to take them?
9. What did you learn from your internship?

**Experience**
- Discuss your work experience, volunteer and community service experiences, leadership roles, student organization involvement, or any other experience that is relevant to the position.
- Use specific examples to support your answers
- Avoid talking negatively about previous employers or supervisors
- Think broadly about your experience
  - Classroom experiences provide you with relevant skills and examples that support your answers

**Examples:**
1. Tell me about a time when you had to influence someone to accept your idea.
2. Give me an example of a time when you had to make an important decision and how you came to that decision.
3. What type of supervision do you prefer?
4. Give me an example of a time you worked successfully with a team. What role did you have?
5. Tell me about a time when you had to work with a difficult person and how you handled it.
6. Tell me about your position with __________ and the skills you learned.
7. Please give me an example where you demonstrated the ability to be an effective member of a team.
8. How would your co-workers/supervisors describe you?
9. What did you like the most and the least about your last place of employment?

**Atypical Interview Questions**

- Unusual questions that catch you off guard
- Demonstrate your creativity, flexibility, and how well you think on your feet
- Be flexible if you get one and do not act surprised
- Your chance to be creative and show your appropriate sense of humor
- Examples:
  1. If you were a pizza delivery person how would you benefit from scissors?
  2. If you were a box of cereal what kind would you be and why?
  3. Why is a tennis ball fuzzy?
  4. What is the best gift you ever gave someone?
  5. If you were on an island and could only have three things what would they be?
  6. If you could throw a parade through the office, what type of parade would it be?

**CASE INTERVIEWING**

Case interviewing is a technique used by employers to assess your analytical skills in a pressured real-time environment. These interviews are used by management consulting firms, investment banks, and tech companies. The questions usually involve a business scenario, logic problem or estimating exercise, to which you are asked to respond.

The objective of the case interview is not to get it right; there is often no right answer. It is designed for you to demonstrate your ability to solve complex problems and to show the interviewer how you think. The interviewer wants to see you as a colleague with whom he or she would want to work with in an engagement team. Case interviews are generally very interactive as you ask questions, seek clarification, and bounce ideas off your interviewer.

Tips for answering:
- Practice! Case interviews are not like any other interview, be sure to try a few prior to the actual interview
- Listen carefully to the question; paraphrase it back to the interviewer
- Ask for a moment to gather your thoughts before you answer
- Remember there is no “right” answer
  - Process for reaching conclusions is equally important as the conclusion itself
  - Interviewer wants to observe as much of that process as possible, "think out loud" as you are working through the case
  - Be careful of "wrong approaches" including ignoring or forgetting important facts, defending impossible ideas, and force-fitting the wrong structure onto a problem
- Do not be afraid to ask questions
  - Meant to be interactive, with back and forth, not asking questions is a fatal error
  - Questions are expected, the information provided will most likely be incomplete
  - Make sure you ask your questions in a logical progression
  - Listen carefully to the answers to your questions
Do not get rattled if the interviewer wants to know why, it is part of understanding your thought process

- Construct a logical framework to explore critical issues of the case
  - Porter's Five Forces, SWOT analysis, Value Chain Analysis, Four P's of marketing
  - Draw on applicable situations you've encountered
  - Make sure your conclusion is grounded in action, not just theory
  - Be able to explain and defend your reasoning

- Prioritize the issues and objectives
  - Don't get bogged down trying to deal with every aspect of the case
  - As you ask questions, pick up clues as to which issues are important
  - Clues might be meant to lead you back on track if you've gone astray, so listen carefully
  - Do not be afraid to take control of the conversation to get to the meat of the case

- Do not be afraid to think outside the box
  - Creativity and brainstorming may be just what the interviewer wants

- Demonstrate your enthusiasm
  - You feel it is fun to tackle this kind of problem, showing you will fit in with the organization
  - Your enthusiastic demeanor shows you are a person they would enjoy working with

Examples:

1. A restaurant owner is setting up a new restaurant and is making a decision on the facilities to place in the restrooms for customers to dry their hands. Initial research suggests that she has three options – paper towels, roller towels, and hot air dryers. She needs to decide today. What should she consider in her decision making process?

2. Company Alpha is a grocery store chain that is currently one of the leaders in the grocery store market in the Los Angeles area. It is currently considering whether it should enter the emerging Internet-based grocery shopping/delivery market in the Los Angeles area.

   In the L.A. area, two competitors have emerged in the Internet/at-home grocery shopping business and are rapidly gaining market share. One of the companies that has already entered the marketplace is Company Alpha’s major competitor in the traditional market (Company Delta). The other (Company Zulu) is a chain that does not currently have grocery stores in the L.A. area, but has entered the L.A. area with Internet shopping delivery services.

   Should Company Alpha enter the market? If so, how and what concerns should they have? If not, how do they protect market share that is being threatened by the emerging Internet market?

BEHAVIORAL INTERVIEWING

- Interviewing style that allows an employer to evaluate a candidate’s experiences and behaviors in order to determine their potential for success in their organization
- It is based on the belief that past performance is the best predictor of future behavior
- The interviewer identifies desired skills and behaviors and then structures open-ended questions to elicit a detailed response
- Even if you do not have a tremendous amount of work experience, companies expect you to be able to relate past experiences (situations from undergraduate or graduate school, volunteer work, student activities) to the job for which you are interviewing

- Behavior-based interview questions generally start with any one of the following phrases:
  - Tell me about a time when you...
  - Describe a situation when you were faced with a problem related to...
  - Tell me how you approached a situation where...
  - Think about a time in which you...
• Behavioral-based interviews will typically be a structured interview with set questions rather than a conversational style of interviewing
  o You will sometimes receive follow-up questions that probe for more details
• Some of the most common behavioral questions evaluate soft skills:
  o Leadership Ability and Style
  o Team-work and Interpersonal Skills
  o Motivation and Initiative
  o Communication Skills (both written and oral)
  o Problem Solving Skills
  o Adaptability
  o Time-management Skills
  o Conflict Management
  o Ethics and Values

The STAR Method
To effectively and completely answer behavioral interviewing questions, use STAR:

  • Describe the Situation
    o Describe a particular situation that you were in or a task that you needed to accomplish. Provide appropriate background information, and do not generalize.
  • Describe the Task
    o State the goal you were working towards.
  • Describe the Action you took
    o Describe the actions you took to address the situation specifically focusing on your contribution
  • Describe the Result of your action
    o Describe the outcome of your actions. What did you accomplish? What did you learn?

Examples:
  1. Give me an example of a time when you used creativity to complete a project, work with someone else, or develop a new idea.
  2. Describe a time when you were a team leader. Who did the team consist of, and what did you do to help your team be successful?
  3. Describe a time when you were assigned a task but were provided little direction for how to complete the task. What steps did you take to complete the task? What was the outcome?
  4. Give me an example of a time when you had to deal with a difficult co-worker or fellow student on a project. How did you handle the situation? What were the outcomes?
  5. Tell me about a time when you had to persuade someone to see your point of view. What tactics did you use? What were the outcomes? What did you learn?
  6. Tell me about a time you were involved in a project with a group.
  7. Give me an example of a time when you had to supervise someone.
  8. Tell me about how you keep yourself organized to meet deadlines or goals.
  9. Give me an example of a time where you failed to meet a goal. What did you fail to do? What were the consequences? What was the outcome?
10. Describe a time when a co-worker or student approached you and criticized your work. How did you handle the situation? What was the outcome?
11. Provide me with an example of a time when you had to motivate others. What were the outcomes?
12. Tell me about a time when you had to make a difficult decision that affected those with whom you worked. What was the outcome?

QUESTIONS TO ASK THE INTERVIEWER
  • Always ask questions at the end of your interview
• Shows interest and enthusiasm
  • See if the interviewer can “sell” you on the company and position

Questions are to show you did your research and are prepared for the interview
• Do not ask questions answered on the company’s website or in company literature
• Ask three or four questions, prepare more since some of your questions may be answered during the interview
• Be respectful of the interviewer’s time by asking thoughtful questions
• Ask your questions at the end of the interview, or when asked by the interview if you have questions
• Remember to let the interviewer run the interview

Good Topics to Ask Questions About:
• Culture/philosophy of the company
• Training and learning environment
• Technology used by the company
• Leadership development

• Communication within the company
• Mentor programs
• Social, work/life balance
• Vision or future growth of the company

Sample Questions to Ask:
1. How would you describe the culture of the organization?
2. What do you like best about the company/organization environment?
3. What qualities do people seem to have who have done well in this department/organization?
4. What opportunities exist for advancement?
5. What is a typical day like in this position?
6. Is there anything else I should know that would help me understand the position?
7. Why is this position available?
8. Does this organization encourage personal and professional growth? How?
9. What are the opportunities you see for this department/organization in the next year?
10. What are the typical hours of this position? Will overtime, night or weekend work be required?
11. What new tasks or responsibilities do you see someone in this position taking on?
12. What are the challenges that need to be faced? What types of challenges does this particular position offer?
13. What type of supervision would I receive in this position?
14. How did you start with the company/organization?
15. What do you like about working for this organization?
16. What are the greatest strengths of this company?
17. How well do departments interact with each other?
18. Will the company continue to be competitive? How?
19. Is your organization quick or slow to adopt new technology?
20. What type of growth do you foresee in the next few years? Why?

INAPPROPRIATE INTERVIEW QUESTIONS AND DISCRIMINATION

• Federal laws prohibit prospective employers from making hiring decisions based on information unrelated to the job which may constitute discrimination under Title VII of the Civil Rights Act of 1964
• Reputable employers should be asking questions that are job-related and not to find out personal information
• Questions on these topics are generally considered inappropriate and not be asked about during an interview:
  • Age
  • Disability
  • National origin
  • Family/Children
  • Race
  • Gender
  • Religion or creed
  • Relationship issues/Marital Status
Response Options
- Most interviewers are aware of inappropriate topics
- If asked these questions, it is probably because the interviewer has not been appropriately trained
  - **Option 1:** Refuse to answer or ask for the relevance of the question
    - Risk of possibility of embarrassing the interviewer
    - Risk of negatively impacting your candidacy
  - **Option 2:** Answer the question.
    - Personal decision
    - Know your comfort level with the question and the implications of answering
  - **Option 3:** Answer the "intent" or the “real” question behind the question
    - Example, if an employer asks if you plan to have children
      - Trying to determine what other responsibilities you have and if you can to commit to your career
    - Assure the interviewer you prioritize your career, been successful balancing your career with other responsibilities
    - Example, if you are asked whether you are a United States citizen (which is NOT legal to ask)
    - Respond saying you are authorized to work in the U.S., that is the question the employer is to ask you
  - **Option 4:** Answer with humor or simply deflect the question
    - If asked if you have health problems, answer with something like, “Yes – I’m a workaholic.”

Important Considerations
- Ask yourself what the asking these questions question tells you about the workplace.
  - Did it seem like a genuine effort to get to know you better?
  - Do you uncomfortable enough to question the values and culture of the company?
  - Remember these as you make your own assessment of organization and position

If You Feel You Have Encountered Discrimination
- Was the discrimination intentional or was the interviewer ignorant of the law?
  - Most discrimination is not intentional
- If asked an inappropriate question, it does not necessarily mean that the intent was to discriminate or that a crime has been committed
- If you believe the discrimination was intentional and you have been discriminated against by an employer, labor union or employment agency by
  - Your race, color, sex, religion, national origin, age, or disability
  - Opposing a prohibited practice or participating in an equal employment opportunity matter

- You cannot predict every question
  - Develop strategies to navigate a variety of questions and scenarios
  - Effectively articulate the answers to tough questions

PROFESSIONAL APPEARANCE
- First impression you will make on the interviewer, 90% of the time we stick with our first impression
- Each industry has its own dress code
- Interview dress is business professional, unless told otherwise
  - Remember, you do not work there yet - so I does not matter what the employees are wearing
When in doubt, ask the recruiter

<table>
<thead>
<tr>
<th>Women</th>
<th>Men</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Conservative, dark suit (knee length skirt or pants)</td>
<td>• Conservative, dark suit (navy, black or gray; pinstripe or solid)</td>
</tr>
<tr>
<td>• Avoid low riding pants and tight clothing</td>
<td>• Ironed shirt in a conservative color (white or blue) and tie with understated patterns</td>
</tr>
<tr>
<td>• Collared, button-down shirt or modest top</td>
<td>• Ironed shirt in a conservative color (white or blue) and tie with understated patterns</td>
</tr>
<tr>
<td>• Avoid camisoles, low cut and tank tops</td>
<td>• Matching belt and shoes, dark socks to mid-calf</td>
</tr>
<tr>
<td>• Comfortable matching shoes – flats or low heel</td>
<td>• Conservative, dress shoes; clean and polished</td>
</tr>
<tr>
<td>• Plain, non-patterned hosiery if wearing a skirt</td>
<td></td>
</tr>
<tr>
<td>• Conservative makeup and nails</td>
<td>• Haircut, shaven, well groomed</td>
</tr>
<tr>
<td>• Minimal jewelry (avoid bangle/charm bracelets, large earrings)</td>
<td>• Remove jewelry</td>
</tr>
<tr>
<td>• Avoid perfume or scented lotion</td>
<td>• Avoid aftershave or cologne.</td>
</tr>
<tr>
<td>• Can bring a padfolio and a small purse/briefcase/laptop bag.</td>
<td>• Can bring a padfolio and briefcase/laptop bag.</td>
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</table>

**DAY OF THE INTERVIEW**

**Logistics**

- Review your resume, cover letter, job description, and any correspondence with the employer
- Know directions, parking, metro and build in time for traffic and/or delays
- Arrive 10-15 minutes early
- If you are running late, call the interviewer
  - Briefly explain why you are late, offer to reschedule
  - Do not call to say you will be late at the time of your interview, that is too late
- Bring copies of your resume, pad of paper and pen
  - If requested, bring references
- **Turn off your cell phone**
  - Do not answer a call or text message during your interview
  - If your phone rings, apologize profusely and turn it off
    - Understand if your phone does ring or text, it will severely damage your candidacy
- Carry a professionally appropriate purse/briefcase
- Make sure to ask for the business cards of all involved in the interview

**Making a Strong First Impression**

- Be courteous to everyone – the interview starts when you drive into the parking lot
- Think positively!
  - You are there for a reason, they selected your resume and wanted to meet you
  - Stay confident and “own” what you have done and what you know
- When the employer greets you, smile and make eye contact, offer a firm handshake
- Use people’s names
  - Helps you remember their names
  - Always use titles (Ms., Mr., Dr.) until invited to use first names
  - Err on the side of being too formal, rather than too casual
- When answering questions, use active verbs and give concise, concrete, and complete examples
- 93% of communication is non-verbal
  - Open and direct eye contact
  - Well balanced posture, upright, relaxed, forward-facing, and open
Lean forward slightly, it communicates interest
Know your nervous habits and control them
Use your hands in a relaxed way for communicating excitement and interest
Smile - conveys sincerity and adds a positive spin to your words
Use a warm yet firm tone of voice
Pause slightly before answering a question to gather your thoughts

AFTER THE INTERVIEW
Thank the Interviewer
- Reaching out with a thank you note is expected
- Opportunity to reiterate your interest and highlight information you might have forgotten to share
- Email thank you is appropriate, particularly for a first interview
- Handwritten or email notes are appropriate for final interviews or when meeting with senior members of the organization

INTERVIEW RESOURCES
- Mock Interviews
  - Schedule a mock interview by calling the Center for Career Services on 703-284-5960 or via email on cservice@marymount.edu