Interview Do’s

• Before the day of the interview, take a trip to find its location and time how long it takes to get there. Add an additional 15 minutes to ensure an early arrival. While on this pre-trip, you may even be able to check out the company culture and dress code.

• Research the company online as much as possible. Try to locate connections on LinkedIn and other sources to find out what the company does. Be sure you can answer the question of why you want to work for the company.

• Print and bring with you at least five copies of your resume for dispersal to your interviewers. Understand that they might not have all seen your resume yet, so be sure you are also familiar with the info listed so you can refer to it. Keep a copy for yourself in case you are a nervous interviewer who may need to look down and remind yourself of your attributes to the position.

• Bring a notepad with you, and write down any questions you have about the company or the position before you arrive at the interview. If you have time to discuss your questions during the interview, you are already prepared. It is also ok to write down things that are discussed.

  • Make sure to write down your interviewer’s name and contact info for later reference

• Know what is written on your resume and study the job ad before the interview so you know what the company is looking for and can relate your previous experience/education to their needs.

• Prepare answers to common questions such as:
  • “Why do you want to work for this company?”
  • “What skills/experiences do you have that prepares you for this position?”
  • “Tell me about your strengths and weaknesses.”
  • “Tell me about a time when you had to resolve a conflict with a customer or co-worker?”
  • “Give an example of when you provided exceptional customer service.”

• Be prepared for an online interview, make sure the room you interview in is appropriate and void of any profanity, vulgar pictures, etc. Make sure there is no loud outside noise that will make it hard to hear your answers. Make sure to still dress well for the interview and present yourself as if you were in person.
• Remain positive during your interview, even when answering about a negative time in your employment past. If you need to answer a question about being let go, be specific with the reason but then speak on the positive.
  - Ex: “I didn’t meet the quota, but during my time at ABC Company I was recognized for excellent customer services based on survey responses received from customers I worked with.”
• Take time to collect your thoughts before answering. You don’t have to spit out an immediate answer. You can also respectfully ask for them to clarify a question.
• Utilize the STAR (Situation, Task, Action, Result) or PAR (Problem, Action, Result) method to help keep your answers concise and result-oriented.
• Make good eye contact throughout the interview and give a firm handshake at the beginning and end. These actions demonstrate that you are engaged and interested in meeting the interviewer.
• Follow up by sending a thank you note or email immediately after the interview. If there is no response after two weeks, call to see if there has been a decision made.

**Interview Don’ts**

• Don’t show up late for an interview – give yourself extra time to arrive early. Being rushed and in a hurry while driving to an interview will only get your nerves rattled.
• Don’t chew gum, don’t have your phone on/check your phone at any time during the interview. Don’t even look at your phone while waiting for your interview, instead, review your resume and any notes that you took about the company/position.
• Don’t talk negatively about any previous company or co-workers. Any negative points that need to be spoken about should be short, to the point and followed up by positive outcomes regarding that same negative point.
  - Example: “I did end up quitting that position because I didn’t feel it was a good fit for me, however during the time I worked there I learned a lot about working as a team, how to handle tough customers and I really respected my manager for taking the time to work with me when I had questions.”
• Don’t give long answers or ramble on. Remember to use the PAR or STAR method to keep you on point. Describe the problem, talk about the action you took to resolve it and what the outcome was.
• Don’t hesitate to ask the interviewer questions such as:
  - “Why is this job vacant?”
  - “When do you expect this position to be filled?”
  - “When can I expect to hear back about the position?”
  - “How do you feel I fit the qualifications for this position?”
• Don’t get rattled by questions that are intended to throw you off. Instead, pause and respond with an even demeanor and to the best of your ability. They are not judging you on the exact answer to the question but how well you keep calm and work through the answer.

• Don’t lie on your resume, because you will never remember it during your interview. You will need to be familiar with what you have on your resume so you can speak about it during your interview. If you lied, you will be caught up in it and that may result in losing the job opportunity.

• Don’t stalk the interviewer for feedback after your interview. The more you chase after people, the less inclined they are to call you back or walk to call back.

Follow Up Is a Must

Be sure to write down the names of all of those you interviewed and try to get an email address or business card. Sending a follow up thank you note is very important and should be done immediately after the interview. This can be sent via email or stationary. In the note, you will thank them for meeting with you, restate any parts of the interview where you feel you are a very strong fit for the position and can also ask any further questions that you might have not thought of during the interview (as long as they aren’t about benefits or salary – those should be done in person or by phone during the offer of the position). You can also state things that you liked hearing about the company. This thank you note gives your name a chance to appear in front of them again and solidifies your desire to be part of the company as they are making their decision.