

CAREER SERVICES

INTERVIEWING GUIDELINES



Mission Statement

The mission of Career Services is to support Westchester Community College's academic programs by designing, implementing, and managing services, programs and systems that meet the career development and employment needs of students and alumni. Career Services also strives to meet the staffing needs of local, regional and national employers.



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<http://www.sunywcc.edu/career>

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Interview Training.....Introduction

Why Effective Interview Skills Matter

The job interview is the most important aspect of your job search. Often it is the person with the best interviewing skills, not necessarily the best qualifications, who gets the job offer.

Your primary objective on any interview is to communicate to the interviewer that you have the skills and qualities to do the job. In other words **SELL YOURSELF!** If you don't, no one else will. A positive self-concept, confidence in your abilities and enthusiasm for the job/organization are extremely important in the interviewing process. It will make the difference in whether or not you get a job offer. Would you hire you? If you are not sure why the answer is yes, it's time to get started learning about your strengths and skills for the job.

The Message

You never get a second chance to make a good first impression!

The interview is your opportunity to stand out from the crowd, to send the employer a clear message that you are the best candidate for the position. It is said that an interviewer decides during the first 30 seconds whether to hire an applicant. You have a small window of opportunity to leave the employer with the impression that hiring you is the best thing he/she can do for the organization.

Developing the ability to highlight your strengths in an interview and leave a strong first impression will generate job offers. The steps to successful interviewing begin with considerable preparation. You would never act in a play without researching and practicing your "lines". The same is true of interviewing; preparation and practice are the strategies for success.

Common Misconceptions

- An interview is a type of "test" where an applicant sits passively and answers questions
- Interviews involve unpredictable questions
- One cannot prepare for an interview; it is best to just "wing-it"
- Interviewers are looking for ways to trap the interviewee
- If you were unable to answer all the questions, you did poorly

Types of Job Interviews

All interviews have the same objective, but employers may use different methods to reach that objective. A good strategy is to understand the different types of interviews you might experience as a job seeker, so you are prepared to do your best. On the following page is information about some of the more common types of interviews.

One-on-One

This is the most common format for job interviewing. It consists of two individuals sitting down and having a conversation with a particular purpose; to determine whether there is a fit between the applicant and the interviewer/organization. Most candidates experience this type of interview.

Group

A group interview would require that you interview simultaneously with other candidates. It provides the organization with a sense of your leadership potential and style and how you interact with peers. The interviewer might ask the group to discuss an issue with the other candidates, solve a problem collectively or have individuals discuss their qualifications in front of the other candidates. This might seem intimidating, so ask for clarification if you are unsure of the “rules”. Treat others with respect; avoid power conflicts which may make you look uncooperative and immature.

Committee

As a candidate, you are interviewed by a group rather than an individual. Organizations often want to gain the insight of various people when interviewing candidates. This method is popular in organizations where teamwork is important. Search Committees help organizations determine not only if you have the right skills/background, but whether you would “fit in” with the other members of the team.

Telephone

Many organizations use a phone interview as an initial screening technique for a variety of reasons. By asking a few key questions, employers can determine whether or not it is worthwhile to pursue the candidate further. Preparing for a phone interview is similar to the preparation that you will do for a face-to-face interview. Since **the chances are great that you will be asked to participate in a phone screening interview**, here are some tips to increase your success:

- Treat the phone screening interview as seriously as you would a face-to-face interview-remember, the outcome will determine whether or not you will be invited for an in-person interview
- Take the call when you are at home or in a quiet place alone
- Have your resume and cover letter in front of you
- Make a “Cheat Sheet” for critical points you want to discuss with the interviewer
- Dress up - at least a little - it will put you in the right frame of mind
- Stand up or sit up straight at a table or desk; you will feel more confident

Behavior Based

The premise behind behavior based interviewing is that past performance is the best predictor of future success. Candidates are asked to provide specific examples of past experiences and how they were involved or handled the situation. This technique can show an interviewer whether an applicant has key skills and the experience needed for the job. Behavior based interviewing is said to be 55% predictive of future behavior while traditional interview questions/techniques are said to be only 10% predictive. It also can be a more objective way to evaluate candidates. Detailed information, sample questions and techniques for answering behavior based interview questions are in the Appendix.

Other Types of Interviews

College

Many colleges offer admissions interviews to prospective students before the formal application review process. Some colleges arrange for alumni to conduct interviews at locations closer to prospective students. This type of interview is intended to give a representative of the college an opportunity to meet candidates and get a sense of who they are beyond the facts on an admissions application. Not the details, but an overall impression. This is a valuable opportunity to get the admissions committee to see what makes you unique and interesting, as well as an opportunity to ask questions about the school and communicate what you would like them to know about you. Dress is generally business casual, comfortable, but giving the impression that you are taking the interview seriously. The secret to doing well is to practice. Here are some typical questions you might be asked on a college interview:

- Why do you want to attend our university?
- What is your strongest/weakest point?
- What have you done to prepare for your transition to a four- year college?
- What has been your greatest experience at Westchester Community College?
- What do you want to do in the future?
- Tell me about yourself. (You should focus on about three things.) Why should we select you?
- Tell me about your interests.
- Tell me about your involvement in extracurricular activities. What do you plan to do with your free time once enrolled here?
- What do you think about (insert a current event of the past week)?
- What is your favorite book? Who is your favorite author?
- Which of your accomplishments are you most proud of?
- If you could meet any important figure in the past or present, who would it be and what would you talk about?
- How will you handle the pressure or workload?
- How would you describe yourself as a student?

Practicing the questions ahead of time will give you a huge advantage and will help you be more relaxed and confident.

Informational

Information interviews are opportunities to talk with industry professionals to gain insight into a specific career field, organization or career area. The purpose of an informational interview is **NOT** to ask for a job but to gather information. You will also be making very important contacts for the future when you are in the job search. This kind of interview can help clarify career choice, how to look for a job in a specific industry and what skills and training are important. The idea is to learn from successful professionals in the field and get advice on how you should proceed with your own plan to succeed. Detailed information on how to set up informational interviews, steps involved as well as a list of questions are in the Appendix.

Job Interviews... The Basics

Where Do I Begin....Preparation?....Why Bother??

Before you schedule any interviews, it is important to be thoroughly prepared. Just as you did some homework to create a more effective resume, your preparation for the interview will help you do a better job. You will make a better impression with the interviewer if you can clearly identify your strengths and how they blend with the mission and culture of the organization. Being well prepared can also eliminate or reduce anxiety, help you focus your thoughts and aid in communicating your skills and qualifications to the specific needs of the employer and the position. Everyone gets nervous during an interview; feeling prepared and ready will help to minimize that anxiety so you will be able to do the best possible job. **Effective interviewing is a learned skill.**

Preparing for an interview involves the following areas:

1. Analyzing your strengths and weaknesses
2. Knowing about the needs of your career area of interest
3. Researching the specific company/organization where you will be interviewing
4. Making a list of possible questions to ask the interviewer
5. Practice answering questions you might be asked by the interviewer
6. Determining what you will wear and bring to the interview

Self-Analysis

Make a list of your accomplishments (use your resume to help you). As you did in your resume, emphasize your transferable and marketable skills. Think about your level of motivation and enthusiasm for the position. Think about what sets you apart from other candidates. What is special about you that will make an employer want to hire you?

Career experts consistently mention the following transferable skills as vital for new graduates:

- Communication skills (oral and written)
- Teamwork/group/interpersonal skills
- Leadership skills
- Work-ethic traits, such as drive, stamina/energy, effort, self-motivation, diligence, ambition, initiative, reliability, positive attitude toward work, professional appearance, punctuality, ethical behavior, flexibility, honesty
- Logic, intelligence, proficiency in field of study

These five skill clusters are considered the most important in your first post-college job, and some or all of them will be required in just about any job in your career path. It is therefore very important to communicate to a prospective employer how you possess these skills.

Consider transferable skills you have attained exclusively in the classroom:

- Ability to meet/thrive under deadline pressure
- Ability to handle multiple tasks

- Ability to achieve goals
- Ability to adapt
- Writing, speaking and listening skills
- Research skills
- Ability to work as part of a team
- Computer literacy

Make a list of your positive qualities and practice saying them to a friend or into a recorder. Think of at least one example from your background to support each item on your list. You must be able to present your positive qualities in conversation so that what you say is convincing. **Mentioning strengths without backup examples is not convincing enough.**

Of course, do not forget the “content skills” you are learning and refining. Be prepared to talk about foreign language proficiency, computer literacy and any knowledge/ability specific to your major that you developed while in college. Examples include specific programming languages, software knowledge, ability to write a business plan, art/design skills, read/interpret schematic diagrams, analyze financial statements, etc. Oh, and be prepared - **you may be asked to take a quiz testing your level of proficiency.**

The bottom line is - the employer wants to know if you are the right person for the company and the job, and you want to know if this is the right job and company for you. Both parties are evaluating each other; the experience should be more like a conversation than a question and answer period. It is very important to prepare for questions you will be asked and those you can ask. Sample questions are in the Appendix.

Create a LinkedIn profile that highlights your accomplishments, experience and education. Ask for endorsements from those that know you well. Good recommendations in the areas that are important to an employer will go a long way in improving your chances of getting their attention.

Use the worksheets on the next two pages to get started evaluating yourself. Ask for help from the people who know you the best – family, friends, teachers, counselors, work supervisors, co-workers, clergy, etc. Make an appointment with a Westchester Community College Career Counselor to help you develop/enhance/review this area.

INTERVIEWING SELF-ANALYSIS

Analyze your strengths and weaknesses, your background, your academic performance, your career interests, and your personal aspirations and values. In other words, begin to formulate, in your mind, not only what you would like to do but also what you feel you are best prepared to do.

Many job candidates sell themselves in a very ineffective manner. Self-confidence is the best thing you can take with you to the interview.

To gain confidence and identify your achievements, try developing answers to the questions below.

Finish the statement below with as many positive qualities that you can think of.

I am...

Now sort through the list and identify five qualities of which you are most proud. Then take some time to complete this statement.

I demonstrated my (positive quality) when I ...

These specific achievements are proof that you are what you say you are and will set you apart from other job candidates.

Now try formulating answers to the following commonly asked interview questions:

1. Why does our company/organization interest you?

2. Why did you choose your particular career field?

3. Tell me about your interests and activities.

4. Why did you choose this major?

5. What do you expect from this job?

6. What do you feel you have to offer this company/organization?

Knowing who you are and what you want and being able to clearly articulate that to the interviewer is your goal. The questions you have just answered are important ones.

When enumerating your strengths, think of at least one example from your background to support each item on your list. Supporting your strengths with examples **is** more convincing to the employer than just the statement alone.

Research your Career Area

When selling yourself for a job, it is important to sell within the context of what the organization and career area need. Review the job description for clues as to the qualities the employer is seeking and be prepared to discuss how you have those qualities.

Be sure that you are fully aware of the skills and educational background for the career area in which you are seeking employment. Think about what led you to choose your major, what intrigued you about that area; what qualities make for a successful professional in that area. Familiarize yourself with career material related to that major; learn about the nature of the work, working conditions, training requirements, earning potential, future job outlook and career paths. The more you know about the skills and abilities needed for the field, the better you will be able to sell your skills and training for the position. It is **your job** to clearly understand and communicate how you have the skills necessary to be successful in the field. Reflect on accomplishments from your past that demonstrate the qualities needed for the field and those that you enjoy and want to use in the future. Examples can come from many areas of your life such as past jobs, volunteer experiences and class assignments. Think of projects where your role was integral to the success of the project.

- Use the internet as well as the Career resources in the appendix to help you with researching careers
- Check the college & Careers section in the Westchester Community College library
- Talk with your professors and/or other professionals in the field to get information about the career area
- Research professional organizations and associations - every career field has a professional organization that provides career information to current and prospective members. They can be great resources for information, networking and potential informational interviews

Research the Specific Company/Organization

Learning as much as you can about the organization with whom you have an interview will give you the opportunity to sell the strengths you know they are seeking. Just as you should know the “product” (you), it is important to know the “customer” (the organization) who is looking to “buy” (hire) the product. The more you know about your “customer” the better able you will be to convince them that you are the “product” they want. You will be able to sell yourself in a way to which they can relate.

Employers will expect you to be very familiar with what the company has to say about itself both in print and on the web before you come to an interview. It proves to them that you have done your homework and are sincerely interested in their organization.

The company’s website is the best source for information. It can give you some insight into the mission/corporate culture of the organization as well as how they position themselves to potential customers. Many firms have a careers section that can give you information about their hiring policies, advancement opportunities and general structure of their organization. Additionally, you should research what others say about this firm; other publications- books, magazines, internet sites, etc. Some suggested sites include:

Business Week	http://www.businessweek.com/careers/index.html
Forbes	http://www.forbes.com/leadership/careers/
Fortune	http://money.cnn.com/news/economy/index.html
Vault	http://www.vault.com/
Better Business Bureau	http://www.bbb.org/
Small Business Administration	http://www.sbaonline.sba.gov/lib/library.html

Connect on an organizations LinkedIn page.

The WCC Library subscribes to many online resources for information about organizations.

At the very least, you should know the following information before going on an interview:

- What are the company's products or services
- Who are their customers
- Who is the competition
- What is the company's mission statement or corporate philosophy

Another great idea is to talk to current or past employees. If you really want to know what it is like to work for an organization, talk with people who are or have worked there. They will give you an invaluable perspective and help you determine if this organization is a good fit for you.

Once you have analyzed your strengths and researched the careers and companies that interest you, you will be better able to see which organizations are a good match for your background and which employers best fit your career needs and desires. It is also important to look at the corporate culture and the nature of the work you will be doing, not just the knowledge and skills the position requires. (Check the Appendix for a list of websites for further research on the organizations that interest you.)

Asking Questions

Think about what is important to you in working and the type of organization to which you would like to be a part. Think about the lifestyle that you envision. This will help you determine what questions you should ask on the interview. Now review the list of questions in the Appendix. Add questions of your own to the list. Your questions should demonstrate knowledge of the industry and organization and indicate understanding of the problems and needs of the employer.

You will always have an opportunity to ask questions, but you do not need to wait to be asked. This is your opportunity to show what you know about the company, formulate questions that relate to what you want to do/learn and ask about the tasks for which you will be responsible.

It is **NOT** a good idea to ask questions about salary, benefits, overtime or holidays in the initial interview. It sends the message that all you are interested in is what the organization is going to give you. Wait until you are being seriously considered for the job to ask about the organizations benefits and wait until you have an offer to discuss salary. You want to impress upon them that you are most interested in what you can do for the organization- how your skills and background are a match to their needs. Once an offer is made, be sure to clarify **ALL** your questions before accepting a position.

Dress for Success

Your choice of clothes and your overall appearance make a statement about you. Dress for the job you are seeking. A way to check the “look” of an organization is to check their promotional material. When in doubt, choose the conservative option, no loud or flashy items. Cleanliness and neatness are essential.

Tips on Dress and Grooming

The impression an employer has of you is formed in the first **30 seconds**. Your appearance counts 25% toward your success in getting a job. Therefore, care should be given to your total appearance from head to toe.

Grooming..

Grooming involves many things:

- personal cleanliness
- using a deodorant daily
- clean hair and a professional hairstyle and cut
- a close shave
- moderate makeup
- clean teeth and fresh breath
- short, evenly trimmed, clean nails, subtle polish
- fresh, neat clothes
- shoes cleaned, shined and in good repair
- appropriate clothes

Suggestions for how to "**Dress for Success**":

Men - Conservative suit (navy, gray are preferred); loafer or lace-up shoes (black, cordovan, dark brown); socks (dark shade to match shoes or suit); tie (solid or small prints); shirt (solid color, white or blue)

Women –Suit (solid navy, brown or gray); conservative or coordinated skirt and blouse; shoes (medium to low heel closed pump or flats); stockings (natural or muted tones); jewelry (simple button-sized pearls or metal earrings; no bangles on wrist or excessive rings); small purse

As a general rule, **DRESS CONSERVATIVELY!** Keep in mind the position for which you are applying. Avoid extremes in style or color. No clothing should be tight or revealing and blue jeans should not be worn. An interview is usually not the place to make a fashion statement. Whatever you wear, the message you want to send is that you are a professional who is ready to get to work.

Questions You May Be Asked

Anticipate questions and practice answering them. Write down what you want to say first and then practice answering them into a recorder or with another person. The most commonly asked questions fall into the following categories:

Career Goals and Career Options-

- What led you to choose this career field?
- What are your specific career objectives?
- Why did you major in ...?
- Describe your ideal job

Job Expectations-

- Why are you interested in this position?
- What satisfactions would you expect to gain from this position?

Reasons for Selecting the Organization-

- Why do you choose to interview with our organization?
- How do you feel you would fit into our organization?

Personal Qualifications-

- What do you consider to be your greatest asset?
- Why should I hire you?

Specific Qualifications for the Job-

- Why do you feel you are qualified?
- What in your background had prepared you for this position?

Remember- all questions are generally directed at determining if you possess these qualities:

- Communication skills
- Creativity and problem solving ability
- Logical reasoning
- Ability to fit into the organization
- Enthusiasm/high motivation
- Poise and self-assurance
- Demonstrated knowledge of the organization and field
- Maturity
- Flexibility/adaptability

Illegal Questions- What are they; How do I handle them?

As a candidate for a job, various federal, state, and local US laws regulate the questions a prospective employer may ask you. Generally, these laws apply to companies with 20 or more employees. Although it is technically not wrong for an employer to ask illegal questions, the problem arises when employers use this information when making the hiring decision. An employer's questions—whether on the job application, in the interview, or during the testing process—must be related to the job the applicant is seeking. For the employer, the focus must be: "What information do I need to determine whether this person can do the job?"

Employers ask illegal questions because they make an assumption that certain personal situations will automatically disqualify a candidate for a position. Some employers don't know any better; they have not had the opportunity to train in appropriate interview techniques and are unfamiliar with what is considered an illegal inquiry.

Illegal questions generally fall into four categories:

- Disabilities and physical skills
- Personal background (age, sex, national origin)
- Race, religion or color
- Family and relationships (marital status, children)

Questions like:

How old are you? Are you a US citizen? What religion are you? Are you married? How many children do you have? How tall are you?

If asked an illegal question, you have three options:

- **You can answer the question**—you're free to do so. It is not illegal for you to answer an inappropriate question. If you feel it is in your favor to answer, go ahead. However, remember that you may be giving information that isn't related to the position; and might in fact harm your chances of getting the job.
- **You can refuse to answer the question**, which is well within your rights. Unfortunately, depending on how you phrase your refusal, you run the risk of appearing uncooperative or confrontational—hardly words an employer would use to describe the “ideal” candidate.
- **You can focus on the intent behind the question** and respond with an answer as it might apply to the job. For example, the interviewer asks, “Are you a U.S. citizen?” or “What country are you from?” You have now been asked an illegal question. You could respond with “I am authorized to work in the United States.” Similarly, let's say the interviewer asks, “Who is going to take care of your children when you are at work?” You might answer, “I am prepared to meet the work schedule that this job requires.” This option is usually the best choice as it provides the information the employer really needs but protects your legal rights.

The goal is still to get the job offer, yet be respectful of the interviewer and protect your legal rights. It is usually not a good idea to confront the interviewer in a hostile way. You can always decline the position if offered at a later date.

If you are sure that an interviewer has asked you illegal questions **with the intention of using your answers as a basis for a hiring decision**, it may be time to contact the governmental agency in charge of handling complaints related to employment discrimination- the EEOC (Equal Employment Opportunity Commission). Their website provides information on how to determine if you have been discriminated against and how to file a complaint with the commission- www.eeoc.gov/facts/howtofil.html

Structure of the Job Interview

Before the Interview

Arrive on time; being late is not acceptable; take a trial run if needed

Take a moment to breathe deeply and relax before you walk in the door. Perhaps stop in the restroom on the way to gather your thoughts for a moment and to check your appearance.

Be polite to everyone you meet in the office, you never know who is included in the decision making process. Make sure you have the correct name/title of the person with whom you will be meeting. Remember that you have passed the first test - resume review and/or phone screening

What to Bring

Bring extra copies of your resume on bond paper

Bring a portfolio or other samples of your work

Bring a list of references

Bring your college transcript

During the Interview

Introduction

Connect with your interviewer with a firm handshake and by maintaining eye contact throughout the interview

Always address the interviewer formally (Mr., Ms., Dr.) unless told otherwise

Be aware of your body language and facial expressions- Over 90% of the message we send is communicated through body language. How you say something is often more important than what you say. We tend to give more credibility to nonverbal messages. Use body language to your advantage and project a positive impression:

- Smile
- Good, firm handshake
- Make eye contact
- Show energy and enthusiasm
- Be sure you appear confident and attentive

Question/Answer Phase

Be conversational rather than recite facts and rehearsed answers

Listen to the interviewer's questions or remarks; don't interrupt

Keep your answers concise and only answer the question that was asked. Avoid rambling or taking the lead from the interviewer

Let the interviewer control the interview, but it is your responsibility to make sure the interviewer know you are the best person for the job.

Never...

Talk too much
 Provide too much personal information
 Complain about past jobs, teachers, employers
 Stretch the truth always be upfront and honest

Salary Negotiation

It is very important to be prepared with research about the current rate of pay for the position. Don't ask about the salary and/or benefits offered during the first interview. If they ask you for a figure, tell them that you need to know more about the position before you discuss compensation. The best time to discuss salary and benefits is **after you have been offered the job**. Now you know they want you and may be more willing to negotiate. Be willing to negotiate as well and remember this is just the beginning salary. Try to determine what else may be negotiable- time flexibility, performance reviews, etc. Before you accept a position, be sure to get all the information you need to determine if this is the right opportunity for you. You do have the option of walking away from the offer.

Sources of Salary Data-

<https://www.jobsearchintelligence.com/salary-calculator-intro-etc>
<https://www.careeronestop.org/toolkit/wages/find-salary.aspx?frd=true>
<http://www.salary.com/category/salary/>

Closing the Interview

At the end of the interview make sure the interviewer knows you want the job. Employers want enthusiastic employees so it is critical that you re-state why you want to work there and how your skills, knowledge and experience can specifically help their organization. Ask when they hope to make a decision. If you can, call to follow up at an appropriate time and get a business card of the person that interviewed you. Ask if there is anything else you can provide to support your candidacy. Ask about the next step.

After the Interview

Immediately after the interview, while you are in your car or on the bus/train, try to write down as many of the questions you were asked and how you answered them. Think about your attitude and the way you responded to the interviewer. Write down any overall impressions of your interview performance; an interview journal will help you keep track. The more information you remember the better you will be able to evaluate your past and improve your future outcomes. Since interviewing is a learned technique, you can learn to do better the next time by evaluating your performance after each interview. Discuss this with a career counselor in career services or a professional in the field.

Follow-up

A simple thank you note is powerful

It:

- Shows the interviewer common courtesy and respect
- Shows continued interest in the position
- You automatically stand out from other candidates, because most people do not send thank you notes (only about 5% do!)
- Gives you the opportunity to reiterate points made during the interview but also the opportunity to **include information that you forgot**
- Demonstrates your written communication skills

Have a career counselor proof read your letter.

Send the letter within 24 hours of the interview - you want it to influence their decision.

Most letters can be sent via email, but a mailed letter is also appropriate.

THANK YOU LETTER GUIDELINES

Date

Your Name

Address

City, State Zip

Email

Name

Title

Company

Address

City, State Zip

Dear Mr./Ms./Dr. _____:

First Paragraph-

- Thank the interviewer for his/her time and consideration
- Note anything you liked about the position or organization and how much you enjoyed the meeting

Second Paragraph-

- Sum up important qualifications you possess which make you a good candidate for the position (For example: "I believe my organizational skills would make me particularly effective in this position" or "I am quite interested in the management position as it will complement my coursework and allow me to use my strong leadership skills")
- Add new information about yourself, correct any misinformation given, reinforce your skills; this is your chance to mention anything helpful to your "sales pitch" that you forgot to say in the interview
- Be enthusiastic and sincere with your comments

Third Paragraph-

- Thank the employer again for his/her time and interest in you as a candidate
- Reiterate your interest in the position
- Conclude with a statement like "I look forward to learning of your decision" or "I believe I can make a valuable contribution to your company and look forward to hearing from you"

Sincerely,

(your signature here)

Your name typed here

**Send the letter/email immediately following the interview
Keep it short and sweet (one page)- be sure to proof read for spelling and grammar**

SAMPLE THANK YOU LETTER

January 31, 2018

Jane Smith
27 Jones Avenue
White Plains, NY 10607
jsmith@gmail.com

Ms. Mary Jones, Manager
Restaurant X
145 Long Rd.
Pleasantville, NY 10543

Dear Ms. Jones:

It was a pleasure meeting you today and learning more about the Assistant Manager opportunity currently available with Restaurant X. I am clearer now that this position is a “perfect fit” for me as it will allow me to use many of the skills and abilities I am developing in my academic program at Westchester Community College.

The position seems to involve a variety of tasks and responsibilities that sound very exciting and interesting to me. As I mentioned in the interview, I am great at multi-tasking, a quick learner and enjoy the challenges that come with customer service positions. I would also like you to know that since we met I have been nominated as the Curriculum Award winner for the highest GPA in my major.

Thank you again for meeting with me. I look forward to hearing from you.

Sincerely,

Jane Smith

Evaluating your Effectiveness

Use the worksheet below to help critique your performance after each interview

	Excellent	Good	Fair	Needs work
Overall impression: grooming, eye contact, body language, facial expressions				
Ability to express personal & career goals and interests both present and future				
Ability to articulate positive qualities / strengths				
Ability to ask questions that demonstrate interest and knowledge				
Apparent honesty / sincerity				
Positive attitude / self-confidence				
Ability to listen to interviewers questions and answer appropriately				
Knowledge concerning the company				
Ability to obtain information from the interviewer				
Ability to explain non-positive factors in background				
Energy level /enthusiasm				
Ability to control interview				
Speech: voice, tone, pitch, speed, volume				

Follow-Up Phone Calls/Emails

After the interview, it is important to follow up with a phone call or email to the employer to check on the status of your application. You should have asked, at the end of the interview, when they hope to make a decision. That will determine when to follow up with the employer. You should give at least 5-7 days before you contact them. Following up shows to the employer that you are interested in the position and gives you another chance to sell yourself to the employer. The method you use is determined by how you contacted them in the past, but the important issue here is that you follow up after every interview. Keep your follow up brief, to the point and professional. Focus on your “fit” for the position. You could ask if they need any additional information or offer

some new information not included in your initial discussion. If you are nervous about following up by phone, make a short script, have your resume in front of you and make the call from a quiet place without distractions. Be prepared for a short screening. Finally, thank the employer again for his/her time and interest in your application.

After the interview and careful consideration of the pros and cons of the position, if you decide you are not interested in the position, call the employer immediately. It shows better integrity if you decline the position before they finalize the process and offer you the job.

Some Final Thoughts

Just as an effective resume and cover letter will result in interviews, strong interview skills will win you consideration for the job. Polishing your interviewing skills will make the difference between getting the offer and being the runner up. Do your homework, make a good impression and no one will talk about you as the candidate who “almost” got the job.

Good Luck! And know that we are here to help you.

Appendix

INTERVIEW TIPS AND REMINDERS

Before going to an interview you must practice! An applicant who goes to an interview without preparing is like an actor performing without rehearsing.

1. Dress appropriately. Image and presentation are as important as what you say. Sixty-five percent of the message is nonverbal- gestures, physical appearance and attire are extremely important.
2. Be on time (no more than 10 - 15 minutes early). Call if you have a conflict or delay
3. Don't take a friend or relative along on the interview
4. Turn off your cell phone so it doesn't distract you during the interview
5. Be sure to greet everyone you meet including the Receptionist, with courtesy and respect. This is where you make your first impression
6. Introduce yourself if you're not introduced
7. Give a firm handshake at the beginning and close of the interview
8. Try to relax, smile, and show enthusiasm
9. Do not take a seat until invited to do so
10. Don't chew gum, smoke, eat/drink anything (even if someone offers)
11. Sit erect (back straight) but comfortably
12. Don't touch or place anything on the interviewer's desk
13. Listen carefully to questions or comments
14. Express yourself in complete sentences. Answer questions completely. Tell the interviewer about your accomplishments and training; be sincere and direct
15. Maintain eye contact
16. Don't discuss personal issues, family problems, religion, politics or anything controversial
17. Know as much as you can about the company and job
18. Stress your strong points; job experience related to the job you want, interests or hobbies related to the job, related training/education, etc.
19. Play down your weaknesses - admit them but try to indicate something positive - such as efforts to improve and give examples
20. Answer questions honestly; never lie

21. Don't criticize present or former colleagues, employers or supervisors
22. Don't talk salary or benefits until you have been offered the position
23. Thank the interviewer for his/her time
24. Quantify your responses; prepare success stories. Prepare examples of when you used a particular skill that you want to highlight. Include measurable information and provide details about specific accomplishments when discussing your strengths.
25. Project yourself as part of the team. Show that you are already thinking like a member of the team
26. Ask perceptive questions. The types of questions you ask and the way you ask them can make a positive impression on the interviewer. Good questions require a lot of thinking and planning but can impact the outcome. Write out specific questions you want to ask based on your research of the firm and knowledge of the industry. The interview is a time when the interviewer as well as the candidate evaluate each other to determine if there is a good match.
27. An interview is a conversation so try to consciously maintain an appropriate flow.

Successful interviews require preparation. Getting the job that is the best fit for you is hard work and time consuming. Think about your efforts as an opportunity for you to positively affect the outcome.

FACTORS TO CONSIDER IN EVALUATING A POTENTIAL JOB OFFER

After each interview, review/evaluate what you learned about the position and the company.

The Position

- Why is it available?
- How long has it been open?
- What happened to the previous employee?
- What would your specific responsibilities be?
- Are the goals set for the position realistic and attainable?
- Can you successfully perform the responsibilities of the position?
- What is your growth potential in this position?
- Can this position provide bridges to future opportunities?

The Organization

- Is the organization growing or downsizing?
- How will it affect you and your position?
- What is the growth potential of the organizations products, services and/or markets?
- What is the organizations reputation in the larger community?
- Who are its competitors?
- Does the management team consist of new hires or people promoted from within?
- Does the organization have a high retention rate of employees, or do they have a problem with attrition?

Your Potential Supervisor

- How long has he/she been in this position?
- To whom does he/she report?
- What was his/her previous work experience?
- How does this relate to his/her background?
- What is his/her growth potential?
- Do you think you can work well with this person?

The Career Center suggests you also evaluate the following:

- How does the position fit into your long- and short-term career goals?
- Do the daily work activities appeal to you?
- Are your salary and benefit requirements satisfied?
- Is there opportunity for advancement?
- Will you be developing new skills and expanding your experience?
- Are the demands of the job compatible with your lifestyle?
- Can you manage the stress associated with changing jobs/relocating?
- Are the values of the organization compatible with your own?
- Is this employment opportunity a mutually beneficial relationship?

FREQUENTLY ASKED JOB INTERVIEW QUESTIONS

How would you describe yourself?

What do you think that you can contribute to our company that would make us want to hire you??

What qualities do you feel are important for this position?

Why do you want to work for our company?

What do you think it takes to be successful in this company?

What skills do you have that prepare you for this position?

What motivates you to go the extra mile on a project?

What position have you held that had the most responsibilities? Describe in detail and walk through what a typical day/week was like for you.

What are your long term career objectives- how do you plan to achieve them?

What are the most important rewards you expect to gain from your career?

What led you to choose your particular field (or your academic major)?

What are your greatest strengths? What about weaknesses?

What qualifications do you have that will make you successful?

What are three positive things your last boss would say about you?

How would your professors describe you?

How has your college coursework/training prepared you for this position?

What were some of your favorite classes; your most memorable classroom experience, why?

What skills have you acquired from your internships or part-time jobs?

What have you learned from your college experiences outside of the classroom?

Describe one of the biggest mistakes you made in college. What did you learn from that mistake?

How has your past work experience prepared you for this position?

Why do you think you would like this particular type of job?

What are the most important considerations for you in choosing a job?

Have you ever had a conflict with a boss or professor? How did you resolve it?

What accomplishments have given you the greatest satisfaction in your life?

What characteristics would you look for in a good Manager?

What kind of salary are you looking for?

How did you get along with your former co-workers?

Do you prefer working with others or by yourself?

Why did you leave your last job?

Have you ever been fired or laid off from a job?

There is a gap of__ months/years between the jobs you listed on the application.

What did you do between jobs?

What computer programs have you worked with in the past? How proficient would you say you are.

What is your knowledge/experience of social media?

Tell me about a time when you failed to complete an assignment by the deadline. Why did this happen and what did you do to recover?

Are there any questions that you would like to ask?

QUESTIONS YOU MIGHT ASK DURING A JOB INTERVIEW

What is the top priority for the person who accepts this position?

What are the day-to-day expectations and responsibilities of this position? What are the long term goals?

How will my performance be measured, by whom and how often?

Does the organization support ongoing training and education for employees?

How would my work be evaluated?

What do you see as the biggest challenge for the person who assumes this position?

Where does this position / department fit into the organization?

To whom would I report?

Who are the primary people I will be working with?

What are some of the problems I might encounter?

How have other students/employees functioned in this position?

What are the opportunities for growth and advancement?

How did this position become available?

What kind of training should I expect?

What hours and days will be needed for this position?

How would you describe the ideal candidate for this position?

What happened to the last person who had this position?

What do you like best about working here?

DON'T ASK ABOUT SALARY AND/OR BENEFITS (flextime, promotion, vacation, raises, tuition etc.), UNTIL YOU ARE OFFERED THE JOB. Sometimes this information will be offered to you. IF OFFERED A POSITION, BE SURE IT IS CLEAR TO YOU WHAT SALARY AND BENEFITS ARE OFFERED.

INFORMATIONAL INTERVIEWING

One of the best sources for gathering information about what's happening in an occupation or an industry is to talk to people working in the field. This process is called *informational* or *research interviewing*. An informational interview is an interview that you initiate - you ask the questions. The purpose is to obtain information, not to get a job.

GOOD REASONS TO CONDUCT INFORMATIONAL INTERVIEWS:

- to explore careers and clarify your career goal
- to discover employment opportunities that are not advertised
- to expand your professional network
- to build confidence for future job interviews
- to access the most up-to-date career information
- to identify your professional strengths and weaknesses

Listed below are **STEPS TO FOLLOW TO CONDUCT AN INFORMATIONAL INTERVIEW**

1. Identify the Occupation or Industry You Wish to Learn About

Assess your own interests, abilities, values, and skills, and evaluate labor conditions and trends to identify the best fields to research.

2. Prepare for the Interview

Read all you can about the field prior to the interview. Decide what additional information you would like to obtain about the occupation/industry. Prepare a list of questions that you would like to have answered.

3. Identify People to Interview

There are several ways to find someone to interview.

- Let everybody know that you are interested in finding employment in this particular field. Someone may know a person in that field and will be able to refer you. This includes friends, relatives, professors, counselors, and co-workers
- Ask your Career Services counselor to connect you to alumni in the field
- Identify the type of company/organization that you would like to work for. Find out the person/people that actually do what you are interested in and "cold call" them. This may be scary and intimidating at first but this yields great results. You simply introduce yourself, "Hello. My name is _____ and I am currently attending Westchester Community College. I'm thinking about going into your field of work and I would really appreciate it if I could talk to you very briefly about what it is you do and what suggestions you might have for someone like me who is thinking about pursuing this career. Would it be possible to meet with you for maybe 15 minutes at your convenience?"

What is the worst thing that can happen? They can say "no." So what. Move on to the next person. Almost everybody says yes. Most people love to talk about themselves and most people love to share their expertise with students just getting started.

4. Conduct the Interview

Dress appropriately, arrive on time, be polite and professional. Refer to your list of prepared questions; stay on track, but allow for spontaneous discussion. Before leaving, ask your contact to suggest names of others who might be helpful to you and ask permission to use his/her name when calling these new contacts.

5. What Questions Do I Ask On An Informational Interview?

There are 5 essential questions to ask.

1. What do you actually do on your job on a day to day basis?
2. What do you like most/least about your job?
3. How did you get this position?
4. What advice can you give me?
5. Who else can you refer me to for more information?

6. Follow Up

Immediately after the interview, analyze and record the information and how it relates to your career goals

Don't forget to send a thank you letter. Follow up in a month or so and let them know how your job search is going.

REMEMBER: You may **not** ask for a job on an informational interview. This would be dishonest. Ask for information only.

ADDITIONAL INFORMATIONAL INTERVIEW QUESTIONS

1. In the position you hold now, what is a typical day like?
2. What are the most interesting aspects of your job?
3. What were some of the previous jobs you held that led to this position?
4. What skills are critical for this position?
5. How long would you say it takes to move from one step to the next in this field?
6. What would you say are the most important qualities/skills one must possess in order to achieve success in this field?
7. What types of training do companies offer in this field?
8. What experience / background / training are necessary for this job? What is your educational background?
9. What is the salary range for a person entering this field?
10. What aspects of this job do you enjoy, dislike?
11. Is there any special advice you would give to someone entering this field?
12. How do you feel the field is changing?
13. Can you describe the kind of work your job involves?
14. What would you like to change about your job?

These are some **suggested** questions, but feel free to create your own. You don't have to ask all the questions, just those important to you.

BEHAVIOR BASED INTERVIEWING STRATEGIES

Behavior based interviewing is a commonly used strategy in interviewing today. You should expect and be prepared for behavior based questions. The premise behind behavior based interviews is that a candidate’s past experiences and behaviors can predict future behavior. Companies predetermine skill sets for particular positions. These sets could include:

- Decision making and problem solving
- Leadership
- Motivation
- Communication and interpersonal skills
- Planning and organization
- Critical thinking
- Team building
- The ability to influence others

Interviewers formulate structured questions that will determine if a candidate has those qualities. Questions usually begin like this- “tell me about a time... or describe a situation... or how would you handle”... Since you now know the importance of preparing for the interview, be sure to prepare answers to behavior based questions. Of course, researching the organization and knowing the skills/background they seek, will help. Start by collecting a small list of “stories” that could be adapted to behavior based questions. Use examples from college classes/projects, internships, PT/FT jobs, extracurricular activities, community service or hobbies.

A good technique to handling behavior based questions is described on the Quintessential Careers website (www.quintcareers.com). The STAR technique is outlined below.

Situation or Task	Describe the situation that you were in or the task that you needed to accomplish. You must describe a specific event or situation, not a generalized description of what you have done in the past. Be sure to give enough detail for the interviewer to understand. This situation can be from a previous job, from a volunteer experience, or any relevant event.
Action you took	Describe the action you took and be sure to keep the focus on you. Even if you are discussing a group project or effort, describe what you did -- not the efforts of the team. Don't tell what you might do, tell what you did.
Results you achieved	What happened? How did the event end? What did you accomplish? What did you learn?

Sample Behavioral Interview Questions

Decision Making and Problem Solving

Give me an example of a time when you had to keep from speaking or making a decision because you did not have enough information.

Give me an example of a time when you had to be quick in coming to a decision.

Leadership

What is the toughest group from which you had to get cooperation?

Have you ever had difficulty getting others to accept your ideas? What was your approach? Did it work?

Motivation

Give me an example of a time when you went above and beyond the call of duty.

Tell me about a situation when you were asked to do something that was not in your job description. How did you handle it?

Describe a situation when you were able to have a positive influence on the action of others.

Communication

Tell me about a situation when you had to speak up (be assertive) in order to get a point across that was important to you.

Have you ever had to "sell" an idea to your co-workers or group? How did you do it? Did they "buy" it?

Tell me about a time when you had a difficult time communicating with a co-worker, client or fellow student. How did you handle the situation?

Interpersonal Skills

What have you done in the past to contribute toward a teamwork environment?

Describe a recent unpopular decision you made and what the result was.

Planning and Organization

How do you decide what gets top priority when scheduling your time?

What do you do when your schedule is suddenly interrupted? Give an example.

Additional Behavioral Questions

Describe a situation in which you were able to persuade some to your point of view

Describe a time when you were faced with a stressful situation

Give an example of a time when you set a goal and were able to meet or achieve it.

Describe a time when you had to deal with a difficult customer. How did you handle it?

How do you typically deal with conflict?

Give me an example of a time when you tried to accomplish something and failed.

Give a specific example of a policy you conformed to with which you did not agree.

Give me an example of an important goal which you had set in the past and tell me about your success in reaching it.

Describe an instance when you had to think on your feet to get out of a difficult situation.

INTERVIEW WEB RESOURCES

Try these websites for additional information and articles about the job search and interviewing strategies:

<http://www.vault.com/skills/interviewing.aspx>

<http://career-advice.monster.com/job-interview/careers.aspx>

<http://www.collegegrad.com/intv>

<http://www.quintcareers.com/intvres.html>

<https://www.thebalance.com/job-interviews-4073658>

<http://www.careeronestop.org/ResumesInterviews/Interviews/GetReady.aspx>

<http://www.rileyguide.com/netintv.html>

http://www.careerealism.com/category/interview/#chitika_close_button

www.slideshare.net/skk5122/acing-a-college-interview

INTERVIEW WCC LIBRARY RESOURCES

(Located in the College & Careers section, 1st. fl.)

Kennedy, Joyce Lain,	<i>Job Interview for Dummies</i>
Bailo, Paul J.	<i>The Essential Phone Interview Handbook</i>
Yate, Martin J.	<i>Great Answers to Tough interview Questions</i>
Amos, Julie-Ann	<i>How to Pass That Job Interview</i>
Falcone, Paul	<i>96 Great Interview Questions to Ask Before you Hire</i>
Farr, J. Michael	<i>Next-Day Job Interview</i>
Moreira, Paula	<i>Ace the IT Interview: The Best Interviewing Strategies for IT Professionals</i>
Porot, Daniel	<i>Best Answers to 202 Job Interview Questions</i>
Blair, Kendall	<i>The Most Important Questions to Ask on Your Next Job Interview</i>
Krannich, Ronald	<i>You Should Hire Me! Interview Secrets to Get the Job You Love</i>

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