INTERVIEW GUILDELINES

1. **Guidelines – Before the Interview**
2. **Research, research, research**
   a. **Self Assessment – Know yourself!**
      i. Skills, talents, abilities, strengths, weaknesses, interests, values, goals
      ii. Know your resume inside and out; have your stories ready.
      iii. Career goals – What do I want to do?
      iv. Types of work you enjoy and types you do not enjoy
      v. Work environments or conditions in which you are comfortable and those in which you are not comfortable
   b. **Employer Research**
      i. Use the internet to research the organization's webpage.
      ii. Use research tools at the library – business directories, annual reports, databases of newspaper and periodical articles.
      iii. Ask those in your network who may be familiar with the company.
      iv. Talk with current or former employees.
3. **Practice makes perfect**
   a. Familiarize yourself with common questions.
   b. Be prepared to give examples of your personal characteristics, accomplishments, failures, reactions under stress or difficult circumstances.
   c. Practice with friends and family; also practice in front of a mirror.
4. **Prepare employer questions.**
5. **Choose professional attire.**
6. **Call to confirm your appointment one (working) day in advance.**
7. **Review directions & parking.**
8. **Prepare copies of your resume and reference page (minimum of 3).**

Guidelines – During the Interview
1. **Beginning of Interview**
   – Allow plenty of time to arrive five minutes early.
   – Make sure that all cell phones and pagers are turned off.
   – Bring extra resumes and reference pages.
   – Bring pen, professional notepad or portfolio (with questions for employer).
   – Always be courteous, polite, and professional to everyone.
   – Introduce yourself with a smile, eye contact, and a firm handshake.
   – Use your interviewer's name.
   – Interviewer may begin with small talk; work to find something in common.

POINT PARK
UNIVERSITY

Career Development

5th Floor West Penn
Phone: (412)-392-3950
careerdev@pointpark.edu

2. Middle of Interview
– Maintain good posture and eye contact; avoid fidgeting.
– Listen! (And give visual and verbal cues; use positive body language to show your interest).
– Project your voice and speak clearly.
– Use correct grammar and diction. (Do not use slang).
– Use your action verbs.
– Don't "think," "guess," or "feel" about things. (Indecisiveness signals lack of confidence).
– Give clear, concise answers that offer **specific examples**. (Do not ramble and do not give one word answers).
– Sell yourself; be confident and enthusiastic.
– Do not dominate the interview; follow the interviewer's lead.
– Remain positive. (Negativity will leave a negative impression; do not whine, complain, gripe, or bad mouth).
– Be honest. (Do not lie or exaggerate).
– It's okay to pause and regroup if you are feeling flustered.

3. End of Interview
– Ask (3 – 5) insightful questions at the appropriate time.
– Phrase your questions so that you sound confident.
  • "What would my duties be?" instead of "What are the job duties?"
– Find out what happens next and reaffirm your interest.
– Thank the interviewer for her/his time.
– Ask for the interviewer's business card (if you do not have contact information for your thank you letter).

<u>**Guidelines – After the Interview**</u>
1. Write & carefully proofread a thank you letter.
– Type and print on quality resume paper.
– Send by mail (and email if you have the address) immediately following the interview.
– Address to the individual who interviewed you.
– If you have multiple interviewers, you should send a thank you letter to each of them.
– Express appreciation for the opportunity to interview.
– Reaffirm things you liked and/or ways you'll meet their needs.
– Add important things that you forgot.
– Thank them and decline if you don't want the job.
– If you want the job more than ever, show enthusiasm.

2. Make follow-up call when appropriate.
3. Record or log notes on interview including name of interviewer(s) and your analysis of the experience (what went well, what you could improve upon).