

## Interviewing:

### Phone interview:

Some companies like to have a phone interview before an in person interview. This is usually 20 minutes, but can last up to an hour.

- Have your resume and job description in front of you during the phone interview. Review both before the interview as well.
- Test your phone reception and try to make sure you won't have any interruptions. Go somewhere quiet and tell people that might interrupt that you will be busy for an hour.
- On phone interviews people can't see your expressions, but can hear your energy. Remember to speak clearly and loud enough, but not shouting. Pretend there is a live person in the room with you.
- Sometimes there can be an awkward silence on the phone. This is totally normal, but you can try to avoid these by making sure the person knows you're done answering their question. This can be done by ending your answer with a question back to them, "*is this the type of experience you're looking for?*" or a statement "*which is why I'm interested in this job. I'm excited to learn more about it.*"
- Write down the name of the person interviewing you when they introduce themselves. Take notes of some of the good questions they asked or ones that you had a harder time answering.

### Interview:

Whether it's a phone interview or an in person interview do some prep work. It is always very obvious when someone tries to "wing it."

- Have success stories ready to go. Describe the problem, the action you took, the result, and the skill you used (problem solving, teamwork, attention to details, or others). Share what your role was as well as when you had to work with others to achieve results. Showing how you have successfully worked with others can reveal your ability to be resourceful, work across teams, and influence people when you might have authority.
- Think about what the interviewer will want to know about you. Use the job description as your guide.
- Answers should be between 1-3 minutes. If you feel like you are rambling you probably are. Answer questions thoughtfully.
- Always have a 30 second "elevator pitch". A well thought out brief description of who you are and what you're looking for or doing.

### Questions that are often asked:

- Tell me about yourself? (30 second elevator pitch)
- Why did you apply?
- What do you know about us?

- What interests you about this job?
- What are your strengths? And weaknesses?
- What would your co-workers say about you?
- Tell me about a time that you had to deal with conflict and what did you do?
- How do you handle stress?
- Tell me about a time you learned from a mistake.
- Where do you see yourself in 5 years?
- What makes you a good team player?
- What motivates you?
- What is your availability to begin a position?

You don't have to be quick to answer all the questions, but it's good when you have already thought of the answers to the questions above. It's always ok to take a minute to think about your answers if you don't have an answer ready.

Have at least 3 good questions to ask your interviewer. Show your personality and interests while also getting good information about the job and what they're looking for. Remember an interview is also a time for you too see if you want to work there as much as if they want you to work for them.

- What does a typical day or week look like in this position?
- What are the potential growth opportunities?
- What has stood out to you about the people that have previously had this position?
- What are you expectations for the first 30, 60, or 90 days?
- What do you like best about working for this company?
- How long have you worked for the company?
- What gets your most excited about the company's future?
- Do not ask how much you will be paid during the interview. You can talk about it if the employer brings it up, or when the offer you the job.

Thank You notes:

After an interview either phone or in person it's always nice to send a thank you note. This is the extra step that shows you really care about this position.

- Send a thank you email within 24 hours of the interview. This should be personalized, but no more than a paragraph or two. Add a detail specific to the interview. Review your notes!
- Send a written card. It's always nice to received mail. Think of how nice it will be for the interviewer to receive a note from you. It will keep you in their mind when it comes to making a decision about hiring. Again keep it short and professional, but try to let your personality shine.

What to wear:

What you wear signifies how you wish to be treated and what kind of work you want. Even for phone interviews you might want to dress professionally so that you're in the right mindset. "Professional" can mean different things for different types of jobs. Do a quick internet search for clothes worn to different types of job interviews. If the job is more casual like food service you can be a bit more casual, but it's always better to be overdressed than underdressed. It is never ok to wear blue jeans or sweats to an interview.

For men: khakis or blue chinos & a button-down shirt with dress shoes (not sneakers).

For women: a knee length skirt, khakis or blue chinos & a nice blouse or button-down shirt. Pair with low heels or flats.

When you are hired you'll be given a new hire package. This usually included the company's policies and new hire paperwork. This is the paper you fill out to get paid and also when you fill out your tax forms. If you have any questions there is an HR representative to talk to. They will help explain what each deduction means and what is right for you. Deductions are based on if you have any children (dependents) or how many taxes you want taken out of each paycheck. That will determine what will happen during tax season. Some people get a tax refund and some people will pay more. If you are still in high school you may want to check the "exempt" box on your form.

You can always change these forms. Again you will have to talk to HR and they will assist you in changing them.

Communication is Key:

Communication is one of the most amazing skills someone can have. No one is a mind reader. When are some times that you should communicate with your supervisor?

- If you are requesting time off
- You are running late
- You missed work
- There is a conflict at work that you haven't been able to resolve
- You are really enjoying your job