

INTERVIEW PREPARATION

DeVry – Kansas City
Career Services
Room 200
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Kansas City, MO 64131
816-941-0430 x6200

Interview Preparation

BEFORE THE INTERVIEW

- Portfolio:
 - Pen
 - Paper
 - Completed application (even generic one in notebook)
 - Questions to ask employers written on paper
 - 3 copies of your resume
 - 1 copy of your transcript
 - List of references that can be called/recommendation letters/reviews
 - Calculator (in case of testing)
 - Location, time, directions, phone #, name of interviewer, etc.
- Know the name and title of your interviewer
- Ask where to park and get specific directions

- Research/Review:
 - Research the company and the type of position for which you are interviewing.
 - Review in your mind your qualifications for the position.
 - Ask for an annual report if possible
 - Know the products and services and locations of the company
 - Identify and be able to discuss the mission of the company and be aware of its corporate culture
 - Use the resources provided to you in the Career Services Office (Sorkins, CorpTech, filing cabinet, etc.)

- Preparing for the interview:
 - Use the class notebook to practice answering questions
 - Be able to identify and discuss your strengths and weaknesses
 - Be prepared to give examples of your work situations that you handled successfully
 - Have questions prepared to ask the interviewer and write them down!
 - Bring a list of your employment history, street addresses, zip codes, and phone numbers for application forms (use the sample application form)

- Prepare for your first impression:
 - Have a **neat appearance** (shower, shave, clean nails, fresh breath, etc.)
 - Trim your hair now so that you can get used to the change so that you feel comfortable with the style
 - Be **well rested**
 - Pick out your clothes and ensure that they are pressed and cleaned at least three days prior to the interview
 - Have conservative clothes** (men wear suits-no sports jackets and slacks; no trendy suits; women-suits preferred; dresses okay)
 - Do not wear heavy cologne or perfume; no jewelry for men; conservative jewelry for women
 - Be sure to **brush your teeth** (bring mints with you if you are concerned about your breath)
 - If you usually smoke, **abstain** until after the interview

DURING THE INTERVIEW

- Be prompt – arrive at least 15 minutes early
- Be pleasant to secretary/receptionist – greet the first line of contact politely
- Give firm handshake – look the person in the eye with an enthusiastic smile!
- Be alert
- Use proper English/grammar
- Be aware of your body language; smile, sit up straight, maintain good eye contact
- Be yourself
- Answer questions directly, concisely, truthfully
- Ask Questions – refer to your notes when needed
- Sell yourself--Tell them you are the person for the job. Nobody can sell yourself but you!
- Be sure to:
 - Ask for a **business card** (so you can write a thank you letter)
 - **Ask for the job** (if you don't, someone else will)
 - Ask how the **selection process** will continue
 - **Thank the interviewer** (common courtesy)

AFTER THE INTERVIEW

- Send a business typed “Thank You” letter within 24 hours of interview to each individual you interviewed with (sample in your notebook)
 - Remind** him/her why you are a match for the position
 - Add information** you forgot to say in the interview
 - Thank** him/her for their time and attention
- Keep good records of interviews (dates, times, attitude, thank you letter sent, follow-up with counselor/company)
 - Write down the questions** you were asked and how you responded to them
 - Evaluate how you did**, and what you could improve on

INTERVIEW ATTIRE & GROOMING

“CONSERVATIVE” is the key!!!

MEN & WOMEN:

- Bathe
- Brush teeth
- Use deodorant
- Wear clean, well-pressed, tailored (fits well) clothing
- Hair...neat, clean, out of face
- Light cologne / perfume - if any
- Avoid smoke...it sticks
- Don't drink prior to an interview
- Don't chew gum

MEN:

- 2 piece dark, conservative style suit (dark blue or dark gray recommended)
- Long-sleeved dress shirt...white is always safe
- Tie - show some color, but leave your novelty tie at home
A tie should hit at the belt line when correctly tied
- Shoes - black or dark burgundy / cordovan, polished
- Belt - same color as your shoes, not more than 1" width, simple buckle *
- Suspenders / Braces - solid color that matches tie or suit *
** Belt OR suspenders, NOT both*
- Facial Hair - clean shaven is the most conservative; well-groomed mustache / beard acceptable

WOMEN:

- Conservative, professional style and color of suits...try on several different styles to see what you look best in (wear nylons when trying on), but do stay away from bright colors, i.e. red, fuschia
- Skirt length - knee length, nothing too short
- Wear a slip if your skirt isn't lined
- Tailored pant suits are acceptable
- Blouse - basic shell, stay away from low necklines
- Hosiery - either natural or the color of your shoes if wearing black or navy
- Shoes - basic pumps, dark colors, polished
- Jewelry - nothing to attract too much attention, one ring per hand
- Makeup - light makeup, stay away from bright colors
- Fingernails - clear polish is safest...doesn't show chips

Things to keep in mind when buying interview attire:

- Be sure to sit down to see how it fits
- Look through your closet first to know what clothes you may be able to mix and match

BEHAVIORAL INTERVIEWING

“What you didn’t learn in your tech classes”

S ☆ Situation

T ☆ Task

A ☆ Action

R ☆ Result(s)

SKILL DIMENSIONS

Leadership

Tolerance of Ambiguity

Analytical Problem Solving

Commitment to Task

Policies & Procedures

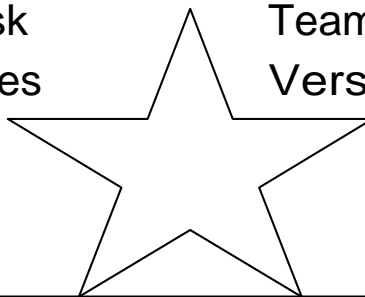
Alertness

Organization & Planning

Decision Making

Team Building

Versatility



Skill Dimensions that Employers **Seek in Candidates**

Leadership – Able to influence the actions and opinions of others in a desired direction; to exhibit judgment in leading others to worthwhile objectives.

Give me an example of a time when you used facts and reason to persuade another person to take action. Be specific.

Describe a time when you guided or directed others to obtain a recognized objective.

Alertness – Able to be attentive to all aspects of the environment while working to monitor environment during routine activity.

Describe the steps you've taken to stay familiar with problem areas on your current job.

Tolerance of Ambiguity – Able to withhold actions or speech in the absence of important information; deal with unresolved situations, frequent change, delays or unexpected events.

Sometimes it is necessary to work in unsettled or rapidly changing circumstances. When have you found yourself in this position? Tell me exactly what you did.

Organization & Planning – Able to organize or schedule people or tasks, to develop action plans leading to specified goals, and to plan effectively.

Time management has become a necessary factor in personal productivity. Give me an example of any time management skill you have learned and applied at work. What resulted from the use of the skill?

Analytical Problem Solving – Able to use a systematic approach in solving problems through analysis of problem and evaluation of alternate solutions; use logic, mathematics or other problem solving tools in data analysis or in generating solutions.

Identify the analytical tools with which you feel competent, then give me an example from any time in your working history which shows your ability to use analytical techniques to define problems or design solutions.

Decision Making – Able to take action solving problems while exhibiting judgment and a realistic understanding of issues; able to use reason, even when dealing with emotional topics.

Describe a major work problem which you have faced and describe your method of dealing with it.

Commitment to Task – Able to start and persist with specific courses of action while exhibiting high motivation and a sense of urgency; willing to commit to long hours and make personal sacrifice in order to reach goals.

Give me an example of any specific time in which you found it necessary to give long hours to the job; when it was necessary to take work home, work on weekends or maintain unusually long hours. Be specific.

Team Building – Able to work with people in a manner to build high morale and group commitments to goals and objectives.

We cannot do everything ourselves. Give me an example of a time when you dealt with this reality by creating a special “team effort” at work. Highlight the special aspects of the situation which best demonstrates your skill in this area.

Policies & Procedures – Able to relate to routine operations in a manner that is consistent with existing solutions to problems; conform to established policies and procedures; log work activities.

When have you found it necessary to use detailed checklists/procedures to reduce potential for error on the job? Be specific.

Versatility – Able to modify one’s own behavioral style to respond to the needs of others while maintaining one’s own objectives and sense of dignity.

What is an example of your ability to change when a situation required you to?

Communication – Able to convey understanding, both written and orally, in an organized, well-thought out manner with all levels of individuals in an organization.

Describe a time when you had to inform others of an idea or project you were proposing.

Intelligence – Able to troubleshoot, solve problems, apply technical knowledge, and interact with others effectively.

Provide an example of your ability to figure out a difficult problem. What were the actions you took and the process that helped you decide on those actions?

Self-Confidence – Demonstrate a sense of maturity and faith in one’s self to indicate that one can get the job done, despite difficult circumstances.

Describe a time when you were overwhelmed with an obstacle, but were determined to complete the task, despite the barriers.

Conflict Resolution – Able to mediate tense interactions among two or more parties (i.e. client and service provider, team members, etc.)

When were you successful at helping two parties resolve their differences in a work situation? Provide a detailed example.

Goal-Oriented – Have a purpose or direction in the work that one does.

Provide an example of how you set a goal, work towards it completion, and finished the project satisfactorily.



Tough Interview Questions

1. **WHAT ARE THE REASONS FOR YOUR SUCCESSES TO THIS POINT IN YOUR PROFESSION?** (Not looking for examples of your successes – rather, what makes you tick.)
2. **WHAT IS YOUR ENERGY LEVEL LIKE? DESCRIBE A TYPICAL DAY.** (Looking for how you manage your time, plan your day, etc.)
3. **WHY DO YOU WANT TO WORK HERE?** (Reply within the company's attributes as you see them. You must have done your research about the company for this one.)
4. **WHAT KIND OF EXPERIENCE DO YOU HAVE FOR THIS JOB?** (Sell yourself, show how you can contribute quickly to the job.)
5. **WHAT ASPECTS OF YOUR JOB DO YOU CONSIDER MOST CRUCIAL?** (Depends on the type of job, but most look for things like time management, prioritization skills and task dedication.)
6. **WHAT DID YOU LIKE AND/OR DISLIKE ABOUT YOUR LAST JOB?** (Looking for incompatibilities. Listen for statements by the interviewer about the job or company to help you.)
7. **WHAT IS THE LEAST RELEVANT JOB YOU HAVE HELD?** (If not on your resume, don't mention it. Remember that every job has contributed to your experience and knowledge.)
8. **WHAT HAVE YOU LEARNED FROM JOBS YOU HAVE HELD?** (Tie answer to your business and professional profile. Your decisions are based on the ultimate good of the company, not your personal whim or preference.)
9. **HOW DO YOU FEEL ABOUT YOUR PROGRESS TO DATE?** (Looking to rate your self-esteem. Be confident, but do not give the idea you have already done your best work.)
10. **HAVE YOU DONE THE BEST WORK YOU ARE CAPABLE OF DOING?** (Be proud of your accomplishments to date, but convey that the best is yet to come.)
11. **HOW LONG WOULD YOU STAY WITH OUR COMPANY?** (Tricky question. Talk about wanting to settle down with this company, be challenged, and to grow professionally. Ask how long they think the company would continue to challenge you.)
12. **HOW LONG WOULD IT TAKE YOU TO MAKE A CONTRIBUTION TO OUR COMPANY?** (Question to clarify, then follow the lead.)
13. **WHAT WOULD YOU LIKE TO BE DOING FIVE YEARS FROM NOW?** (Safe answer is a desire to be regarded as a true professional and team player. Relate growth and professional development opportunities you foresee in the company.)

14. WHAT ARE YOUR QUALIFICATIONS? (Try to determine the problems that most concern the interviewer, relate your qualifications to solutions.)
15. WHAT ARE YOUR BIGGEST ACCOMPLISHMENTS? (Should be easy if you are prepared. Keep them job related.)
16. HOW DO YOU ORGANIZE AND PLAN FOR MAJOR PROJECTS? (Relate how you use planning and decision making processes.)
17. HOW MANY HOURS A WEEK DO YOU FIND IT NECESSARY TO WORK TO GET YOUR JOB DONE? (Be flexible. Relate how you try to manage time effectively, but you know also that there will be times when rushes/deadlines will necessitate extra efforts.)
18. TELL ME HOW YOU MOVED UP THROUGH AN ORGANIZATION? (Relate to your basic personality, goals, etc.)
19. CAN YOU WORK UNDER PRESSURE? (Give a short example, not a yes/no.)
20. WHAT ARE YOUR GREATEST STRENGTHS? (Be positive. Demonstrate job related pride, reliability, professionalism, etc.)
21. WHAT ARE YOUR OUTSTANDING QUALITIES? (Much like #20, but you can go more into personality.)
22. WHAT INTERESTS YOU MOST ABOUT THIS JOB? (Be straightforward and positive. Your earlier research about the company will have you ready.)
23. WHAT ARE YOU LOOKING FOR IN YOUR NEXT JOB? (You want a company where personal and professional qualities will allow you to contribute.)
24. WHY SHOULD I HIRE YOU? (Be short and to the point. Highlight your background and experience and relate to their current needs and problems, not what is in it for you.)
25. WHAT CAN YOU DO FOR US THAT SOMEONE ELSE CAN'T DO? (Recap their job description, clarify if necessary, and relate how you bring the skills, knowledge, etc. they are looking for to solve problems and satisfy needs. End with a question like, "What else are you looking for", and respond accordingly.)
26. DESCRIBE A DIFFICULT PROBLEM YOU'VE HAD TO DEAL WITH. (The problem isn't the issue. They are looking to see your approach to solving it.)
27. WHAT WOULD YOUR REFERENCES SAY? (Obviously, be positive.)
28. CAN WE CHECK YOUR REFERENCES? (Obviously the answer is yes. Remember though that you are under no obligation to give references of a current employer until you have a written offer in hand.)

29. WHAT TYPE OF DECISIONS DID YOU MAKE ON YOUR LAST JOB? (They may be trying to determine your responsibilities; be careful not to sound like you overstepped your bounds. Show them you made solid, well thought out decisions.)
30. HOW DO YOU HANDLE TENSION? (Key work is “HOW.” Describe what you do to help you deal with stress and tension, like jogging, a hobby, working out, keeping things in their proper perspective, etc.)
31. HOW LONG HAVE YOU BEEN LOOKING FOR ANOTHER POSITION? (If a long time try to slant toward the positive.)
32. HAVE YOU EVER BEEN FIRED? (Be honest, but try to explain in the best light.)
33. WHY WERE YOU FIRED? (Same as above.)
34. WERE YOU EVER DISMISSED FROM A JOB FOR A REASON THAT SEEMED UNJUSTIFIED? (Sneaky way of asking if you were ever fired; see above.)
35. IN YOUR LAST JOB, WHAT WERE SOME OF THE THINGS YOU SPENT MOST OF YOUR TIME ON, AND WHY? (Demonstrate good time management and goal orientation.)
36. IN WHAT WAYS HAVE YOUR JOBS PREPARED YOU TO TAKE ON GREATER RESPONSIBILITY? (Looking for examples of your professional development to judge future growth potential. Tell a story that demonstrates it.)
37. HOW DOES THIS JOB COMPARE WITH OTHERS YOU HAVE APPLIED FOR? (Looking for whom else you have applied to. Answer and sidestep; “No two jobs are the same, and this one is certainly unlike any other I’ve applied for”.)
38. WHAT MAKES THIS JOB DIFFERENT FROM YOUR CURRENT AND/OR LAST ONE? (If you don’t have enough info to answer, say so, and clarify. May be looking to uncover experience you are lacking. Recap the positive attributes of the company and job, as you understand them.)
39. HOW DO YOU TAKE DIRECTION? (Highlight your interpersonal skills.)
40. WOULD YOU LIKE YOUR BOSS’ JOB? (Ambition is admired, but mainly by the ambitious. Be cautiously optimistic.)
41. WHAT DO YOU THINK OF YOUR CURRENT AND/OR LAST BOSS? (Never put them down; be positive! Short, sweet, and shut up.)
42. DESCRIBE A SITUATION WHERE YOUR WORK OR AN IDEA WAS CRITICIZED. (Danger! Describe a poor idea that was criticized, not poor work. Poor work can cost a company money.)
43. TELL ME ABOUT YOURSELF. (Don’t ramble. Clarify what area of your background they think is most relevant, then answer accordingly.)

44. RATE YOURSELF ON A SCALE OF ONE TO TEN. (Clarify if 1 or 10 is high and what you are rating yourself on. Looking at your self-esteem. Remember that nobody is perfect, but your drive, knowledge, etc. easily makes you an 8 or 9.)
45. WHAT KINDS OF THINGS DO YOU WORRY ABOUT? (Confine answer to sensible worries of a conscientious professional. Don't unload your personal phobias.)
46. WHAT IS THE MOST DIFFICULT SITUATION YOU HAVE FACED? (Looking for what you consider difficult and how you handled it.)
47. WHAT ARE SOME OF THE THINGS THAT BOTHER YOU? (Find some things that anger conscientious workers.)
48. WHAT ARE YOUR PET HATES? (Same as #47.)
49. TELL ME ABOUT THE LAST TIME THAT YOU FELT ANGER ON THE JOB. (Same as #47.)
50. WHAT HAVE YOU DONE THAT SHOWS INITIATIVE? (Looking to see if you are a "doer," but be sure your example doesn't show disregard for company policies and procedures.)
51. WHAT ARE SOME OF THE THINGS ABOUT WHICH YOU AND YOUR SUPERVISOR DISAGREED? (Safest bet is that you did not disagree.)
52. IN WHAT AREAS DO YOU FEEL YOU SUPERVISOR COULD HAVE DONE A BETTER JOB? (Same as #51.)
53. WHAT ARE SOME OF THE THINGS THAT YOUR SUPERVISOR DID THAT YOU DISLIKED? (Same as #51.)
54. HOW WELL DO YOU FEEL YOUR BOSS RATED YOUR JOB PERFORMANCE? (You should have reviewed copies of all previous evaluations as part of your self-analysis, relate the positives.)
55. HOW DID YOUR BOSS GET THE BEST OUT OF YOU? (Tell is like it is, because you wouldn't want to work for someone who is going to make your life miserable.)
56. HOW INTERESTED ARE YOU IN SPORTS? (Team sports show you get along with others, endurance sports demonstrate your determination, games of skill [chess, bridge, etc.] demonstrate analytical skills.)
57. WHAT PERSONAL CHARACTERISTICS ARE NECESSARY FOR SUCCESS IN YOUR FIELD? (Brief recital of you personality profile.)
58. DO YOU PREFER WORKING WITH OTHERS OR ALONE? (Looking to see if you're a team player. Know whether the job requires you to work alone, then answer appropriately.)

59. EXPLAIN YOUR ROLE AS A GROUP/TEAM MEMBER? (Looking to see if you see yourself as a team player.)
60. HOW WOULD YOU DEFINE A GOOD WORK ATMOSPHERE? (Tricky! Short and sweet so you don't say something wrong.)
61. DO YOU MAKE YOUR OPINIONS KNOWN WHEN YOU DISAGREE WITH THE VIEWS OF YOUR SUPERVISOR? (Criticize/disagree in private, praise/agree in public.)
62. WHAT WOULD YOU SAY ABOUT A SUPERVISOR WHO WAS UNFAIR OR DIFFICULT TO WORK WITH? (Ask if they have anyone particular in mind. Then discuss tact, diplomacy, open communication, etc.)
63. DO YOU CONSIDER YOURSELF A NATURAL LEADER OR BORN FOLLOWER? (Depends on the job, make it fit.)
64. WHY DO YOU FEEL YOU ARE A BETTER _____ THAN SOME OF YOUR CO-WORKERS? (Danger! Don't speak badly about co-workers. Emphasize your strengths, not someone else's weakness.)
65. YOU HAVE A DOCTOR'S APPOINTMENT ARRANGED FOR NOON. YOU'VE WAITED TWO WEEKS TO GET IN. AN URGENT MEETING IS SCHEDULED AT THE LAST MOMENT. WHAT DO YOU DO? (Start with an evaluation of the importance of the problem and the responsibility of everyone to occasionally make some sacrifices for the organization.)
66. HOW DO YOU MANAGE AN INTERVIEW WHILE STILL EMPLOYED? (Short and sweet. Don't appear to have done something underhanded to get away for the interview.)
67. WHEN DO YOU EXPECT A PROMOTION? (Be cautious but confident.)
68. TELL ME A STORY. (Ask what they would like you to tell a story about. They are looking to see if you're analytical and confident enough to seek clarification or if you'll just ramble.)
69. WHAT HAVE YOUR JOBS TAUGHT YOU? (Talk about professional skills, personality traits you've polished, etc.)
70. DEFINE COOPERATION. (Looking to see how you function as a team player.)
71. WHAT DIFFICULTIES DO YOU HAVE TOLERATING PEOPLE WITH DIFFERENT BACKGROUNDS AND INTERESTS FROM YOURS? (Team player and diversity question. Stay positive.)
72. IN HINDSIGHT, WHAT HAVE YOU DONE THAT WAS A LITTLE HAREBRAINED? (You're never harebrained in your professional life. Safe example would be one deep in your past that turned out well.)

73. TELL ME ABOUT AN EVENT THAT REALLY CHALLENGED YOU. HOW DID YOU MEET THE CHALLENGE? IN WHAT WAY WAS YOUR APPROACH DIFFERENT FROM OTHERS? (Looking for your problem solving skills. Second part is looking for what sets you apart from others.)
74. GIVE ME AN EXAMPLE OF A METHOD OF WORKING YOU HAVE USED. HOW DID YOU FEEL ABOUT IT? (Give examples that display good work habits.)
75. WHEN YOU JOINED YOUR LAST COMPANY AND MET THE GROUP FOR THE FIRST TIME, HOW DID YOU FEEL? HOW DID YOU GET ON WITH THEM? (Positive answer. Team player focus.)
76. HOW HAVE YOU BENEFITED FROM YOUR DISAPPOINTMENTS? (Disappointments are different from failures. Talk about treating disappointments as learning experiences.)
77. WHAT WOULD YOU DO WHEN YOU HAVE A DECISION TO MAKE AND NO PROCEDURE OR POLICY EXISTS? (Looking for analytical skills, integrity, and dedication.)
78. WHAT IS YOUR GREATEST WEAKNESS? (Put a positive slant on it. Take a problem way in the past and show how you overcame it, or are still improving on it.)
79. WHAT KIND OF DECISIONS ARE MOST DIFFICULT FOR YOU? (Admit you are human, but be careful what else you admit.)
80. TELL ME ABOUT THE PROBLEMS YOU HAVE LIVING WITHIN YOUR MEANS. (You don't, this is a borderline illegal question. If anything, relate how you are budget conscious.)
81. WHAT AREAS OF YOUR SKILL/PROFESSIONAL DEVELOPMENT DO YOU WANT TO IMPROVE AT THIS TIME? (Probing for weaknesses.)
82. ARE YOU WILLING TO TAKE CALCULATED RISKS WHEN NECESSARY? (Clarify what they mean by calculated risks, what sort of risks, and ask for an example and the stakes involved. You realize there may be a need to take a well thought out chance, but the potential for gain should outweigh the possible loss.)
83. WHY AREN'T YOU EARNING MORE AT YOUR AGE? (Consider it a compliment to your skills and accomplishments.)
84. WHAT IS THE WORST THING YOU'VE HEARD ABOUT OUR COMPANY? (Smile and say "You're a tough company to get into because your interviews and interviewers are so rigorous.)
85. WHY SHOULD I HIRE AN OUTSIDER WHEN I COULD FILL THE JOB WITH SOMEONE INSIDE THE COMPANY? (Talk about the fresh ideas and new perspective you bring.)

86. HAVE YOU EVER HAD ANY FINANCIAL DIFFICULTIES? (Question should be related to the job to be legal. If problems in the past, put most positive slant on it while being honest.)
87. HOW DO YOU HANDLE REJECTION? (Mostly for sales, public relations, telemarketing, retail, etc.)
88. TELL ME ABOUT A TIME WHEN YOU PUT YOUR FOOT IN YOUR MOUTH. (See also Question #72. Steer away from workplace. Give example from personal life that was minor [accidentally let slip about a surprise birthday party, etc.] and that you learned from it.)
89. WHY DO YOU WANT TO LEAVE YOUR CURRENT JOB? (Have an acceptable reason [e.g. not challenging, location/long commute, no opportunity for advancement, underpaid for your skills, you want to be with a better company, the company wasn't stable].)
90. WHAT INTERESTS YOU LEAST ABOUT THIS JOB? (There is almost always a monotonous, repetitive task that goes with any job. You are safe relating that universally disliked task.)
91. WHAT DO YOU FEEL IS SATISFACTORY ATTENDANCE? ("I've never really considered it. I work for a living, I enjoy my job, and I'm rarely sick.")
92. WHAT KIND OF PEOPLE DO YOU LIKE TO WORK WITH? (You like to work with people who have pride, honesty, integrity, etc.)
93. WHAT KIND OF PEOPLE DO YOU FIND IT DIFFICULT TO WORK WITH? (See # 92)
94. HOW HAVE YOU SUCCESSFULLY WORKED WITH A DIFFICULT TYPE OF PERSON? (Depends on the situation, be prepared, have an example.)
95. HOW DID YOU GET YOUR SUMMER JOBS? (Looking for initiative.)
96. WHICH OF THE JOBS YOU'VE HELD DID YOU LIKE THE LEAST? (Don't slam a previous job. You always learn something from any job.)
97. WHAT COLLEGE DID YOU ATTEND AND WHY DID YOU CHOOSE IT? (Trying to examine your reasoning process.)
98. WE HAVE TRIED TO HIRE PEOPLE FROM YOUR SCHOOL (OR YOUR MAJOR) BEFORE, AND THEY NEVER SEEM TO WORK OUT. WHAT MAKES YOU DIFFERENT? (First – clarify what problems they've had with others before, then you can illustrate how you're different.)
100. DO YOU LIKE ROUTINE TASKS AND REGULAR HOURS? (Trick! They know many people hate routine. Explain that you appreciate the need for routine, but hope to prove worthy of more responsible tasks quickly.)

101. WHAT HAVE YOU DONE THAT SHOWS INITIATIVE AND WILLINGNESS TO WORK? (Fairly simple, if you have done your research and practiced your accomplishments stories.)
102. WHY DO YOU THINK YOU WOULD LIKE THIS KIND OF WORK? (Be honest, but don't let money be the incentive.)
103. WHAT DO YOU KNOW ABOUT OUR COMPANY? (Be positive. Use the info you gathered from research, friends, etc.)
104. WHAT ARE YOUR LONG RANGE AND SHORT RANGE GOALS AND OBJECTIVES, WHEN AND WHY DID YOU ESTABLISH THESE GOALS, AND HOW ARE YOU PREPARING YOURSELF TO ACHIEVE THEM? (Be positive and stay focused on your goals and objectives being complementary with those of the company.)
105. WHAT SPECIFIC GOALS, OTHER THAN THOSE RELATED TO YOUR OCCUPATION, HAVE YOU ESTABLISHED FOR YOURSELF FOR THE NEXT TEN YEARS? (See # 104)
106. WHAT DO YOU SEE YOURSELF DOING FIVE YEARS FROM NOW? (Danger! Focus on the company, not yourself. Show loyalty. Also see question #11.)
107. WHAT DO YOU REALLY WANT TO DO IN LIFE? (See #106)
108. HOW DO YOU PLAN TO ACHIEVE YOUR CAREER GOALS? (Preparation again saves the day. You should have already developed your career plan, just remember to keep it focused on the company.)
109. WHAT ARE THE MOST IMPORTANT REWARDS YOU EXPECT IN YOUR BUSINESS CAREER? (Don't focus on money. Talk about achievement, growth, feeling of making a contribution to a company's success, etc.)
110. WHAT DO YOU EXPECT TO BE EARNING IN FIVE YEARS? (Tricky! Don't talk \$ figures, rather, talk to compensation equal to your value as an employee.)
111. WHY DID YOU CHOOSE THE CAREER FOR WHICH YOU ARE PREPARING? (Don't talk of financial rewards; do talk of growth, achievement, making a contribution, etc.)
112. WHICH IS MORE IMPORTANT TO YOU, THE MONEY OR THE JOB? WHY? (See #111.)
113. HOW DO YOU DETERMINE OR EVALUATE SUCCESS? (Again, stay away from talking about money. Relate to increased levels of responsibility, achievement, etc.)
114. WHAT QUALITIES SHOULD A SUCCESSFUL MANAGER POSSESS? (If you know what the interviewer's qualities are tied yours to his/hers, as long as you really do see them positively. Remember, if their ideas of managerial success are completely opposite yours you may not want to work there.)

115. DESCRIBE THE RELATIONSHIP THAT SHOULD EXIST BETWEEN A SUPERVISOR AND THOSE REPORTING TO HIM OR HER. (Be positive. Identify things most conscientious people would agree with [e.g. good communication, free flow of ideas, mutual respect, etc.].)
116. WHAT TWO OR THREE ACCOMPLISHMENTS HAVE GIVEN YOU THE MOST SATISFACTION?
117. DESCRIBE YOUR MOST REWARDING COLLEGE EXPERIENCE.
118. WHAT COLLEGE SUBJECTS DID YOU LIKE BEST? WHY? (Focus on the subjects that relate to the job.)
119. WHAT COLLEGE SUBJECTS DID YOU LIKE THE LEAST? WHY? (Danger! Don't speak badly about any subject. You are able to find some value in every class, even those that you didn't originally think you would like.)
120. IF YOU COULD DO SO, HOW WOULD YOU PLAN YOUR ACADEMIC STUDY DIFFERENTLY? (See #119. If there are areas you would have liked to explore more then say so, but be positive.)
121. DO YOU HAVE PLANS FOR CONTINUED STUDY? AN ADVANCED DEGREE? (Yes in most cases. If you are satisfied with this level it may be perceived that you aren't looking to grow.)
122. DO YOU THINK YOUR GRADES ARE A GOOD INDICATION OF YOUR ACADEMIC ACHIEVEMENT? (If you have good grades, you can emphasize that you have a good understanding of the field you've chosen. If your grades are not your strong suit, focus on your strengths. For example, did you excel in the lab, but not as much in learning the theories?)
123. WHAT KIND OF A WORK ENVIRONMENT ARE YOU MOST COMFORTABLE IN? (Match to the company work environment.)
124. ARE YOU SEEKING EMPLOYMENT IN A COMPANY OF A CERTAIN SIZE? WHY? (Match to the company. Think about the why's.)
125. WHAT CRITERIA ARE YOU USING TO EVALUATE THE COMPANY FOR WHICH YOU HOPE TO WORK? (Match the criteria with lots of the qualities this company has.)
126. DO YOU HAVE A GEOGRAPHICAL PREFERENCE? ARE YOU OPEN TO RELOCATING?
127. ARE YOU WILLING TO TRAVEL? (Clarify what the expected amount of travel is. How much of it will require you to be away overnight? What will the geographic area be?)
128. ARE YOU WILLING TO SPEND AT LEAST ___ MONTHS AS A TRAINEE?
129. WHAT HAVE YOU LEARNED FROM YOUR MISTAKES?

130. WHAT ARE THE MOST IMPORTANT REWARDS YOU EXPECT IN YOUR BUSINESS CAREER? (Looking for what you are motivated by—internal or external rewards.)
131. HOW WOULD YOUR FRIENDS/CO-WORKERS DESCRIBE YOU? Do others see you as you see yourself? In other words, would they testify to your knowledge, abilities, and work ethic as you have?
132. HOW HAS YOUR COLLEGE EXPERIENCE PREPARED YOU FOR A CAREER IN _____ (fill in the blank)? This is your chance to talk about what knowledge and experience you DO have from your education. If you don't have work experience in your field, capitalize on the courses you took that are relevant to the position which you are applying for.
133. WHAT DO YOU KNOW ABOUT OUR COMPANY? Express your knowledge about the company's plans, goals, earnings, size, location, and mission. Candidates who do the time to research companies stand out in the eyes of the interviewers.
134. HAVE YOU EVER BEEN CONVICTED OF A CRIME? This is not an illegal question if the felony has a bearing on the job one applies for. If you do have a felony record, admit it, note how you've changed and/or made amends, and moved on to learn from it.

QUESTIONS TO ASK THE INTERVIEWER

ABOUT THE COMPANY

- ✓ What are the different opportunities for growth in the company?
- ✓ What are the skills and attributes most desired by this company?
- ✓ Who are the company's major competitors? (Hint: you should already know this from your research, but it won't hurt to ask and discuss this point). How does this company compare to those companies?
- ✓ What has the growth in this particular department and/or company been in the last five years?
- ✓ Describe the management style of the company and/or department.
- ✓ Describe the corporate culture of the company.
- ✓ What are the company's goals in the next five years? What role will this department play in meeting those goals?
- ✓ What career pathways exist in this company for an individual with my background?

ABOUT THE JOB

- ✓ Why is the job open? Is it a new or vacated position?
- ✓ Who was last in this position? Where did he/she go?
- ✓ How many people have held this position in the last five years?
- ✓ What kinds of things do people move onto after holding this position?
- ✓ To whom will I report? (If it's not the interviewer, ask whether or not you will have the chance to meet him/her).
- ✓ What type of training is available?
- ✓ What are the chances for growth in this position?
- ✓ Is there a written job description that I can review?
- ✓ What is a typical day in this position like?
- ✓ How regularly are performance evaluations performed? What form of evaluations are used by supervisors?
- ✓ Will I be able to select the projects I participate in?
- ✓ Will I be contributing to decisions that affect my work?
- ✓ How many people share the same equipment?
- ✓ How many people share the same support staff?
- ✓ What is the basis for promotions?
- ✓ What technologies will I be exposed to (be specific about your field)?
- ✓ How much travel and/or relocation may this job entail?
- ✓ Will I be working directly with senior personnel who will be in a position to guide and/or help me?
- ✓ What other training opportunities exist to help me enhance my technical and professional skills?
- ✓ What is the single largest obstacle facing the staff now?
- ✓ Tell me about my potential co-workers.

ASK THE INTERVIEWER

- ✓ Why did you (the interviewer) join this company?
- ✓ How long have you been with the company?
- ✓ What is it about this company that keeps you (the interviewer) here?

CLOSING

- ✓ Is there anything else I can tell you about my qualifications?
- ✓ When do you expect to make a decision about the next step in the hiring process?

HANDLING ILLEGAL QUESTIONS

Various federal, state, and local laws regulate the questions a prospective employer can ask you. An employer's questions – on the job application, in the interview or during the testing process – must be related to the job that you are applying for.

For the employer, the focus must be: "What do I need to know to decide whether or not this person can perform the functions of this job?"

OPTIONS FOR ANSWERING

If you are asked an illegal question, you have three options

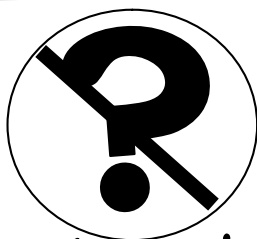
1). You are free to answer the question – but if you choose to do so, realize that you are giving information that is not job related. And, you could harm your candidacy by giving the "wrong" answer.

2). You can refuse to answer the question. By selecting this option, you'll be within your rights, but you're also running the risk of coming off as uncooperative or confrontational – hardly the words an employer would use to describe the "ideal" candidate.

3). Your third option is to examine the intent behind the question and respond with an answer as it may apply to the job. For instance, the interviewer asks, "Are you a U.S. citizen?" or "What country are you from?" You've been asked an illegal question. You could say; however, "I am authorized to work in the United States." Or, if your interviewer asks, "Who is going to take care of your children when you travel?" You might answer, "I can meet the travel and work schedule that this job requires."



Inquiry Area



Illegal Questions



Legal Questions

National origin/citizenship

Are you a US citizen?
Where were you/your parents born?
What is your "native tongue?"

Are you authorized to work in the US?
What languages do you read, speak, or write fluently?
(this is okay, as long as this ability is relevant to the performance of the job)

Age

How old are you?
When did you graduate from college?
What's your birth date?

Are you over the age of 18?

Marital/Family status

What's your marital status?
Who do you live with?
Do you plan to have a family? - When?
How many kids do you have?
What are your child care arrangements?

Would you be willing to relocate if necessary?
Travel is an important part of the job. Would you be able and willing to travel as needed by the job? (this is okay, as long as all applicants for the job are asked it)
This job requires overtime occasionally. Would you be able and willing to work overtime as necessary? (again, this question is okay as long as all applicants for the job are asked it)

Inquiry Area

Illegal Questions

Legal Questions

Affiliations

What clubs or social organizations do you belong to?

List any professional, trade or other organizations that you belong to that you consider relevant to your ability to perform this job.

Personal

How tall are you?
How much do you weigh?

Are you able to lift a 50-pound weight and carry it 100-yards, as that is part of the job? (questions about height and weight are not acceptable unless minimum standards are essential to the safe performance of the job)

Disabilities

Do you have any disabilities?
Please complete the following medical history.
Have you had any recent or past illnesses or operations?
-If yes, list and give dates?
What was the date of your last physical exam?
How's your family's health?
When did you lose your eyesight? – How?

Based on the job description, are you able to perform the essential functions of this job?
Would you require accommodations to perform the essential functions of the job?
Are you willing to undergo a medical Exam after we've made you a job offer? (results of the exam must be kept strictly confidential, except medical/safety personnel may be informed if emergency medical treatment is required, and supervisors/managers may be informed about necessary accommodations to the job, based on the results of the exam)
Do you understand that any offer of employment is conditional based on the results of a medical exam?

Arrest Record

Have you ever been arrested?

Have you ever been convicted of ____?
(the crime named should be reasonably related to the performance of the job in question)

Military

If you've been in the military, were you honorably discharged?

In what branch of the Armed Forces did you serve?
What type of training or education did you receive in the military?

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