

Interview Etiquette

First impressions do count. Your resume earned you a job interview. Now, business etiquette will add some polish to your presentation. Etiquette—good manners—is based on the idea that certain social behaviors put people at ease and make interaction pleasant. Here are seven rules for interview etiquette:

1. **Be on time.**

Or arrive 5 minutes early. Being late says you're disorganized and not very good at time management. Drive the route to the organization the day before your interview so that you know exactly how long the commute will take.

2. **Turn off your cell phone.**

And leave it in your car. You don't want to be distracted as you offer your expertise to an employer, and an employer doesn't need to know your ringtone sounds like Beethoven's Symphony #5.

3. **Respect those already employed.**

It doesn't matter whether you're interviewing to be an entry-level employee or the next CEO of an organization. Be polite to everyone you meet, including the receptionist. You never know who may be asked, "So, what did you think of this candidate?"

4. **Dress like you mean it.**

Dress in business attire, even if you're interviewing in a business-casual office. Suits for men; suits or dresses for women. Go easy on the aftershave or perfume—better yet, don't wear fragrance at all just in case someone you are about to meet has allergies. Go light on the jewelry—earrings, a watch, and nothing else. No T-shirts, tank tops, or flip flops.

5. **Be handy with your handshake.**

Hand out. Clasp the extended hand firmly, but gently. Pump once. Release.

A flimsy handshake feels like dead fish and is unimpressive. A bone-crunching grasp may crush your potential boss' tennis swing and your chance of getting a job.

Practice ahead of time with a friend.

6. **Have a presence.**

Speak well, make eye contact, sit up straight.

Use your interviewer's name (in moderation), enough to show you're awake and attentive, but not so much as to annoy the hiring manager. Looking the hiring manager in the eye as you talk shows you're confident and engaged in the conversation. Don't stare—that's rude and creepy. Sit up straight. Slouching or sliding down in the chair makes you look tired, and no one wants to hire someone who is tired before they've started the job.

7. **Say thank you. Twice.**

The first thank you—at the end of the interview, the last few seconds before you leave the office (and while you're shaking hands for the second time)—may come naturally. "Thank you for your time. I look forward to hearing from you," shows you appreciate that someone has taken the time to talk to you and consider you for the job.

Say thank you by e-mail to each person who interviewed you immediately after you get back to your home. Spell everyone's name correctly and use their correct titles (find the information on the organization's website).

A thank-you note does several things:

- It says you appreciated the time your potential boss spent with you.
- It suggests you'll follow up on important things (like the boss' business).
- It's a great time to reiterate (very briefly) how your qualifications are a good match and how interested you are in getting the job.

Good luck with the interview!

Courtesy of the [National Association of Colleges and Employers](#).

Interview Time Is Show Time

Want to tell a potential employer that you're creative? A problem solver? Flexible? Instead of describing yourself as a "self-starter," tell a story about how you took action when you saw an issue that needed to be fixed. Don't say you are "flexible"—tell the hiring manager about a change in your job (or schoolwork demands) and what you did to deal with the change. Well-worn phrases won't help you get the job, but concrete examples will!

Don't say	The story you need to tell
Highly qualified	Highlight your accomplishments in previous jobs. Emphasize your specific skills and note any certifications you have earned.
Hard worker	Explain exactly how you've gone the extra mile for your job. For instance, did you regularly meet tough deadlines, handle a high volume of projects, or tackle tasks outside your job description?
Team player	Provide examples of how you worked with colleagues or individuals in other departments to meet an objective or complete a project.
Problem solver	Highlight a difficult situation you encountered and how you handled it.
Flexible	Describe how you responded to a major change at work (or in your schoolwork) or dealt with the unpredictable aspects of your job.
People person	Can you offer examples of your strong communication skills? Can you describe how you've worked with co-workers and customers?
Self-starter	What can you contribute immediately to the company or to the department you work in? Describe how you took action when you saw an issue that needed to be fixed.

Introduce Yourself to Employers in 60 Seconds

You step into the career fair and make your way toward a representative from the top-ranked company on your job-search list. What can you say and do during the next 60 seconds to make this recruiter want to explore hiring you? Hit them with your one-minute introduction!

Follow the formula

Use the following formula to build your 60-second introduction:

- Name
- Class (senior, junior, sophomore)
- Major
- Opportunities that you are seeking
- Relevant experience (work, internship, volunteer work)
- Highlights of skills and strengths
- Knowledge of the company

Tailor your introduction to each employer you approach based on research and knowledge of each company. (Here's where to start: Get a list of employers attending the career fair from your career center, and check out their websites for information about products, services, and opportunities.)

Practice to perfection

Practice your introduction so that you can move on to the important next step—the interview. Add positive nonverbal communications—eye contact, facial expressions, body language, and posture. Practice with a mirror, a friend, and/or a career services staff member.

Ask a great question

Next, make yourself memorable by asking a question about the company. (These questions are based on information you've found in your research.)

- "Could you tell me more about the new (product) you are developing?"
- "Could you tell me more about your financial management training program?"
- "What type of projects do your interns work on?"

Avoid the following:

- Asking what the company does;
- Asking if the company has any jobs; and
- When asked what type of position you are seeking, saying you would be willing to do anything at the company.

Courtesy of the [National Association of Colleges and Employers](#).