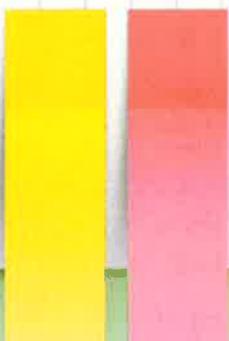
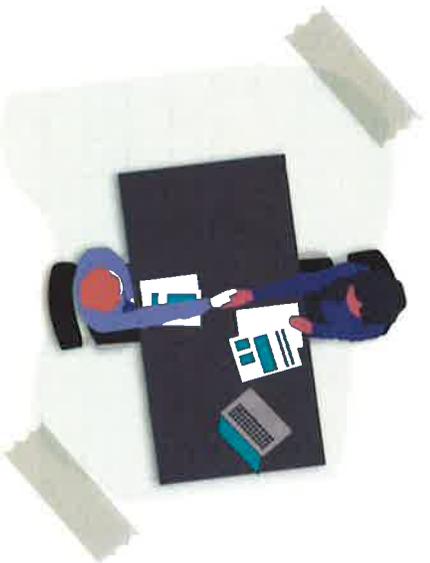


INTERVIEWS

Here starts
the Lesson!



Must Do Activities



- Research Company & Industry
- Review Job Description
- Review Your Resume & Cover Letter
- Prepared Your Interview Attire
- Prepare Your Set-Up Telephone, Virtual or Video Interviews
- Plan Your Commute In-Person Interviews

What to Wear? Research the Company!

Casual Workplace

- Dark jeans, a blouse and cardigan
- A knee-length skirt and button-down shirt or blouse
- Both options can be worn with flats or heels, avoid open-toe shoes

Business Casual Workplace

- Black or navy dress pants or pencil skirt
- With a Button-down shirt and cardigan or jacket
- Flats or heels are appropriate

Formal Workplace

- Dark-colored Tailored dress with matching jacket
- Suit pants or skirt with matching jacket



**VIDEO
INTERVIEW
SET UP**

Choose a spot where you can control the surroundings

- Your home or another quiet spot with a good internet connection is best
- Avoid a noisy coffee shop

Use natural light from a window

- Face your lighting (but check for glare from your glasses, watch, or jewelry)
- Lighting behind you creates shadows

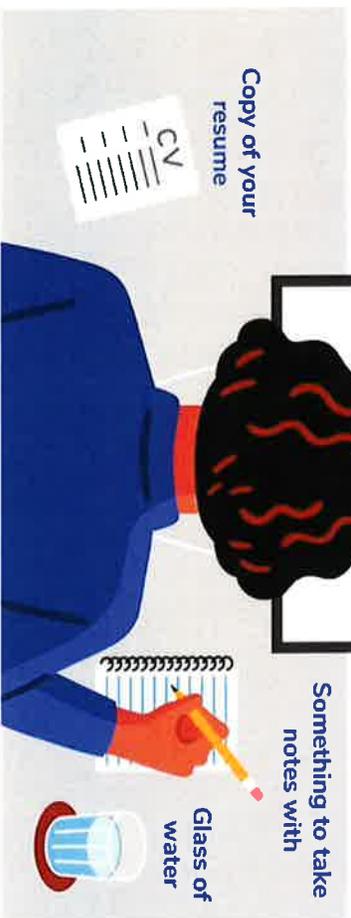


Multiple monitors?

Place the one with the camera straight ahead of you

Using your phone?

Prop it up on a stack of books to get the right height



Dress professionally from head to toe

You'll feel and act more put together if you're not wearing sweatpants

Practice with a friend or family member beforehand

- Test your audio, video, and internet connection using the same software as the interview

- Make sure the other person can hear and see you and there's nothing distracting in the frame
- Ask them to tell you if your gestures or body language look awkward on camera

Simple background, no distractions

Head and shoulders visible

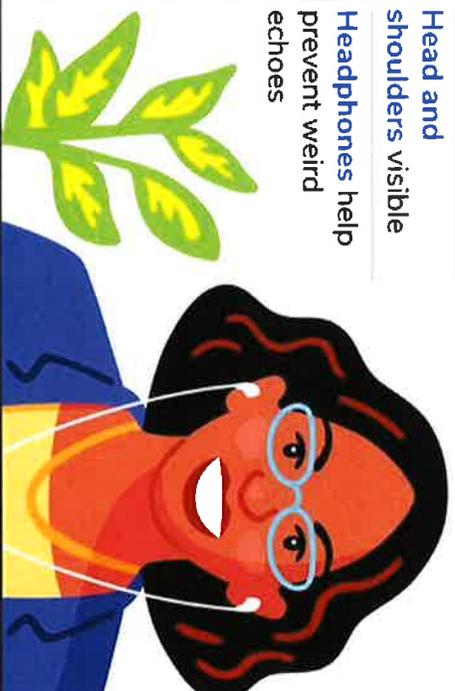
Headphones help prevent weird echoes

Sit so 10–20% of the screen above your head is empty

Don't lean in (it makes you look giant on the interviewer's screen)

Smile and nod to show you're listening

Avoid jewelry that makes noise or is visually distracting



the muse





Practice Your
Answers to
Common
Interview
Questions



Common Interview Questions

- Tell me about yourself?
- What are your greatest strengths/weaknesses?
- Why do you want to work for this company?
- Tell me about a time you made a mistake. How did you handle it?
- Describe a time when you had to interact with a difficult client or customer. What was the situation, and how did you handle it?
- Tell me about a time you failed. How did you deal with the situation?

The STAR Method

Situation

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.

Task

What goal were you working toward?

Action

Describe the actions you took to address the situation with an appropriate amount of detail and keep the focus on YOU. What specific steps did you take and what was your particular contribution? Be careful that you don't describe what the team or group did when talking about a project, but what you actually did. Use the word "I," not "we" when describing actions.

Result

Describe the outcome of your actions and don't be shy about taking credit for your behavior. What happened? How did the event end? What did you accomplish? What did you learn? Make sure your answer contains multiple positive results.

Share an example of a time when you faced a difficult problem at work. How did you solve this problem?

Situation

"I was working as a retail manager at a department store during prom season. A customer purchased a dress online and had it delivered to the store. One of my associates accidentally put the dress out on the floor, where another customer immediately purchased it.

Action

Before calling the customer to let her know about the mistake, I located the same dress at another store location nearby. I ordered it to be pressed and delivered to her home the morning of prom, along with a gift card to thank her for her understanding.

Task

I knew I needed to make this right for the customer to meet my own service level standards and to uphold the reputation of the company.

Result

The customer was so thankful, she wrote us a five-star review on several review sites."

Common Interview Questions

Practice
Worksheet

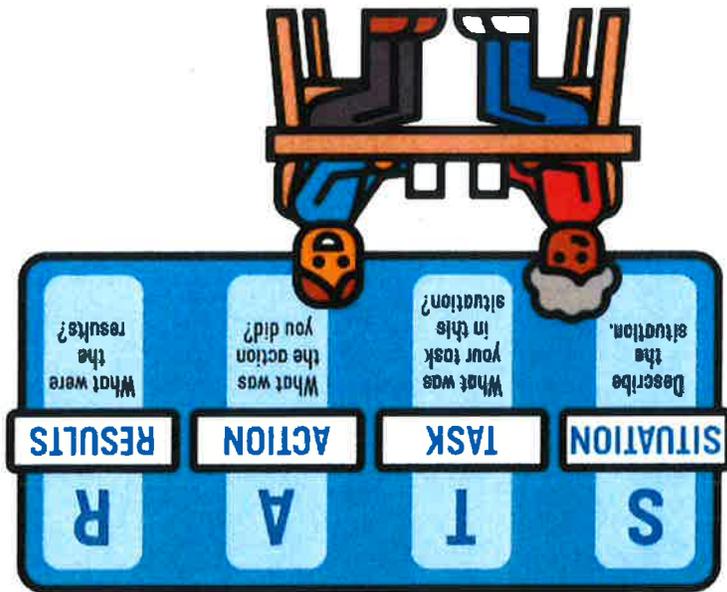
Describe a situation where you dealt with a dissatisfied customer/client. How did you handle it?

What is your greatest strength? What is your greatest weakness/area of improvement?

Why do you want to work at our company? | Why did you apply for this job?

Tell me about yourself.

Tell me about a time you made a mistake. How did you handle it?	
What do you like to do outside of work?	
Why are you looking for a new job? Why are you leaving your current job?	
What questions do you have for me?	





EMAILS

FOLLOW UP



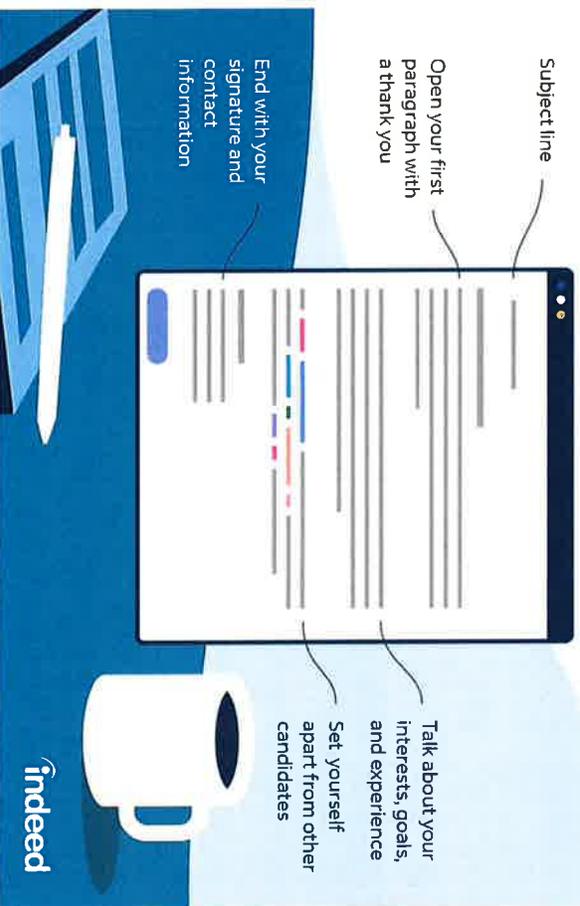
Types of Follow Up Emails



- Thank You Email
 - immediately after the interview
- follow up if you haven't heard back in a timely manner (2 weeks)
- to stay in touch for networking purposes

Thank You Email

Follow-up email format



Subject Line: Thank you for your time
Hello Pat,

Thanks again for taking the time to meet with me yesterday afternoon. I enjoyed our conversation about the Marketing Manager position and appreciated learning more about working with the marketing team.

It sounds like a rewarding role, especially given the opportunities for collaboration and advancement. I think my master's in marketing and marketing experience would make me an excellent candidate for the role.

I look forward to discussing this opportunity with you more. Please don't hesitate to contact me if you need additional information about my references.

Thank you,
Hannah Lee
hannah.lee@email.com
555-555-5555

If You Have Not Heard Back

Keep your email concise, and indicate you're looking for more information without being overeager:

- Include the job title you interviewed for in the subject line.
- Send this email to the recruiter. They're the most likely to be up-to-date on what's going on in the hiring process.
- Keep your follow-up email to one paragraph, indicating you're still interested in the job and are looking for an update.
- Offer to provide additional information if they need it.
- Sign off with a thank you.

Subject Line: Checking in RE: Marketing Coordinator Role

Dear Yesenia,

I hope you're well! I'm checking in on the marketing coordinator role. It was great to meet with the team earlier and I'm looking forward to your update. Please let me know if there's anything else I can provide to assist in the decision-making process.

Thank you,
Rachel Cole
555-555-5555
rcole@email.com

Mock Interview Rubric

University of
Washington (Career
and Internship
Center) has a great
interviewing
practice rubric you
could use.

<https://cdn.uconnectlabs.com/wp-content/uploads/sites/25/2021/05/Mock-Interview-Rubric.pdf>



Questions?

Mock Interview Questions

1. Tell me about yourself.
2. What do you know about [COMPANY/ORGANIZATION]?
3. Why did you apply for this position?
4. What are the key professional strengths that would help you succeed in this role?
5. What do you see as areas of improvement necessary for you to succeed in this role?
6. Tell me about a time you made a mistake. How did you handle it?
7. Give me an example of a time you managed numerous responsibilities. How did you handle that?
8. Why did you leave your last position?
9. What are your salary expectations?
10. What questions do you have for me?