



# Interview Types & Tips

Review the different types of interviews, along with tips on how to interview effectively!

## Telephone Screening Interview

A call from an employer to eliminate candidates on essential criteria. An employer may call you without an appointment. **TIP:** *Have your job search records organized and handy. Refer to your resume as needed.*

## In-Person Screening Interview

Used instead of a telephone screening interview, but with same basic purpose. Provides an initial impression of your attitude, interest, and professional style. **TIP:** *You may not be meeting with the final decision maker, but don't slack off. Sell yourself as you would in a "regular" interview.*

## Selection Interview

In-depth questions to evaluate your qualifications for the position and your ability to fit in. There may be more than one interview at this stage. **TIP:** *Establish a connection with everyone you meet (before and after the actual interview). Sell yourself as a natural addition to the team.*

## Behavioral Interview (Known as a STAR interview-Situation, Task, Action and Results)

The interviewer will ask questions that require you to describe how you have handled work related situations. This provides more information about your behavior, personality, and character. **TIP:** *Think of a few examples ahead of time. Use examples that illustrate your skills and give a good impression of you. Example of STAR formula on riverside of handout.*

## Peer Group Interview

A meeting with your prospective co-workers who evaluate how well you fit in. **TIP:** *Don't forget to smile, it shows confidence.*

## Group or Panel Interview

Three or more people will ask you questions on your qualifications and evaluate how you fit in. It may include other candidates for the position. **TIP:** *Direct your answer to the person who asked the question, but try to maintain some eye contact with all group members. If other candidates are present, introduce yourself and be polite. Volunteer to respond first to questions, but do not dominate the entire interview. Compliment another candidate's response and then build on it with your own thoughts.*

## Luncheon Interview (also known as "The Meal")

Interview conducted in a restaurant to assess how well you handle yourself in social situations. **TIP:** *Pick easy things to eat so you can answer questions and pay attention to the conversation. If the location is a coffee shop, the interviewer is probably looking for a more casual conversation.*

## Stress Interview

Questions intended to make you uncomfortable and a test on how you will handle stress on the job. **TIP:** *Keep your cool and take your time in responding to the questions. Don't take anything personally.*

## Video Conference Interview

Uses technology for a "person-to-person" interview by video. Allows people from different locations to interview you without traveling. **TIP:** *Practice before a video camera or mirror if facing a camera during an interview makes you nervous. If the employer requests that you interview using an online video chat (such as Skype or Google Chat), do a mock interview with a friend using that technology.*

## Be prepared to ask questions!

By researching the employer you will be better prepared to inquire about the position and the company!

## Quick Tips!

Avoid questions about salary or benefits, sick leave, vacations, or holidays—this can give the wrong impression during an interview.

At the end of the interview Remember to ask for a business card!

## Career Center Services & Calendar

Check out our website for current dates, times, and locations of workshops and career events.

## Located:

Crafton Center  
220, Second Floor

## Phone:

909-389-3399  
909-389-3366

## Email:

Career Center  
@craftonhills.edu

## Website:

www.craftonhills.edu/  
CareerServices

# Interview Do's and Don'ts & Sample Interview Questions

## Do!

- Dress appropriately for the industry; err on the side of being conservative to show you take the interview seriously. Your personal grooming and cleanliness should be impeccable.
- Know the exact time and location of your interview; know how long it takes to get there, park, find a rest room to freshen up, etc.
- Arrive early; 10 minutes prior to the interview start time (or earlier if the event or employer instructs you to do so).
- Treat other people you encounter with courtesy and respect. Their opinions of you might be solicited during hiring decisions.
- Offer a firm handshake, make eye contact, and have a friendly expression when you are greeted by your interviewer.
- Listen to be sure you understand your interviewer's name and correct pronunciation.
- Even when your interviewer gives you a first and last name, address your interviewer by title (Ms., Mr., Dr.) and last name, until invited to do otherwise.
- Maintain good eye contact during the interview.
- Sit still in your seat; avoid fidgeting and slouching.
- Respond to questions and back up your statements about yourself with specific examples whenever possible.

## Don't!

- Don't make excuses. Take responsibility for your decisions and your actions.
- Don't make negative comments about previous employers or professors (or others).
- Don't falsify application materials or answers to interview questions.
- Don't treat the interview casually, as if you are just shopping around or doing the interview for practice. This is an insult to the interviewer and to the organization.
- Don't give the impression that you are only interested in an organization because of its geographic location.
- Don't give the impression that you are only interested in salary; don't ask about salary and benefits until the subject is brought up by your interviewer.
- Don't act as though you would take any job or are desperate for employment.
- Don't make the interviewer guess what type of work you are interested in. It is not the interviewer's job to know your interest.
- Don't be unprepared for typical interview questions. You may not be asked all of them in every interview, but being unprepared will not help you.
- A job search can be hard work and involve frustrations. Don't exhibit frustrations or a negative attitude in an interview.

Source: <http://www.career.vt.edu/Interviewing/DosDonts.html>

## QUESTIONS TO EXPECT:

- "Can you tell me a little about yourself?"*
- "What do you know about the company?"*
- "Why do you want this job?"*
- "What are your greatest professional strengths?"*
- "What do you consider to be your weaknesses?"*
- "Give an example of a creative solution you had for a problem..."*
- "Are you willing to travel or to relocate?"*
- "What motivates you the most/least?"*

## QUESTIONS YOU CAN ASK:

- "What will a typical day be like on the job?"*
- "What do you like most about working here?"*
- "What kind of training would I receive in this position?"*
- "Who will I be reporting to?"*
- "How do you measure success in this organization?"*
- "When will you be making a decision?"*
- "What is the next step in the process?"*
- "When may I contact you?"*

## STAR FORMULA

Follow this formula when answering behavioral questions.

<b>S—Situation</b>	Explain the situation in 1-2 sentences. What was stressful or challenging about the situation.
<b>T— Task/ Problem</b>	Explain your task or the problem in 1-3 sentences.
<b>A—Action</b>	What specifically was your action in 1-2 sentences. In meeting the required task and/or solving the problem. What did you do?
<b>R— Result</b>	Share with the interviewer in 1-2 sentences the results/outcome of how your actions played a role in completing the tasks and/or solving the problem.