

# INTERVIEW GUIDE



STUDENT  
AFFAIRS

Center for Career &  
Professional Development

# INTERVIEW TIPS

## Pre-Interview



Use LinkedIn, Glassdoor, or company website to research the company and person you're interviewing with. This will ensure there is no lull in the conversation.



Have multiple copies of your resume and any other materials you may need.



Turn your cell phone **OFF**. Putting it on vibrate is not good enough.



Don't be late! Give yourself an extra 20 minutes and be conscious of potential traffic and parking.

## The Interview



**FIRST IMPRESSION:** Be confident, not cocky. Maintain eye contact, present a strong handshake and smile!



**TELL YOUR STORY:** Support your claim of being the best candidate by providing examples of situations where you developed, enhanced or used specific skills.



**SKILLS:** Always give examples of your skills. Employers want to hear how you could hit the ground running and contribute to their company.



**AVOID NEGATIVE STATEMENTS:** Even if you are asked a negative question, always portray yourself in a positive light and never talk bad about a former boss or coworkers.



**ONE MINUTE PITCH:** Emphasize relevant skills that you have early in the interview!



**MONEY:** Wait until you receive a job offer to ask about pay or benefits.

## Post-Interview



Always send a thank you note within 24 hours after your interview. The format of the note depends on the type of company you interview with.



If you have not heard anything by date indicated, do not be afraid to follow up!



Do not tweet! No matter how badly you may want to update your social media status, do not share the details of your interview on the internet.

**Schedule an appointment with your Career Consultant on FrogJobs**

## TYPES OF INTERVIEWS



Phone



In-Person



Skype



Case Study

## TYPES OF INTERVIEW QUESTIONS



### BEHAVIORAL QUESTIONS

Behavioral questions are used in a majority of interviews because interviewers assume your past performance predicts future performance. In this format, interviewers will ask questions requiring you to provide examples of your previous experiences. Phrases such as, “Tell me about a time when,” “Give me an example of,” “Describe when you,” and similar triggers signal a behavioral question. Interviewers want specific details about a particular event, project or experience, how you dealt with the situation, and the final outcome.



### CASE STUDY QUESTIONS

Case study questions are used by consulting firms and other organizations to see the process a candidate uses to analyze a situation, come up with a solution, and communicate their answer and reasoning. In answering a case study question, you need to carefully explain each step in your thought process, the possible alternatives and obstacles, and the factors you recommend be considered. There is generally no right or wrong answer, the interviewer simply wants to see how you process. Employers may provide you with information about the case study prior to the interview. Specific formats and processes must be followed for case study interviews with consulting firms.



### KNOWLEDGE-BASED QUESTIONS

Interviewers in many fields ask questions to test the candidate’s technical knowledge base. These questions are often straightforward and designed to test your competency. Nursing candidates may be asked about procedures, Computer Science candidates may be asked about programming, Political Science candidates may be asked about current events. Before you go to the interview, look carefully at the position and organization to see if you can identify skills or knowledge areas identified in the job description you should prepare to talk about.



### ORGANIZATIONAL FIT QUESTIONS

A major factor in hiring is the fit between an organization and candidate. Interviewers often ask questions designed to discover how the candidate works, the environment they prefer, and the qualities they can bring to a team. These types of questions have no correct or incorrect answer; you should be honest about your preferences and style. Questions might include:

- What management style do you prefer?
- Are you more detail oriented or see the big picture?

# STAR METHOD

**EFFECTIVE STORY TELLING:** direct, logical, meaningful and personalized



## PREPARE

- LISTEN to question
- THINK of examples
- ORGANIZED thoughts in 5 to 8 seconds provided

One-Sentence Summary



## SITUATION

- Provide context and BACKGROUND
- “Our customers complained..”



## TASK

- Describe problem and CHALLENGES
- “We faced supply chain shortage..”



## ACTION

- Explain WHAT YOU DID and how
- “We solved..”
- “I calculated..”



## RESULTS

- State BENEFITS, savings, rewards, recognitions, etc.
- “We achieved..”

SAY what you planned for, stay focused and END.

# BE PREPARED

## Potential Questions Asked by Employers

- Tell me about yourself.
- Why are you interested in this specific role?
- How would your peers describe you?
- What do you know about our company and why do you want to work here?
- What are your career goals?
- What style of management motivates you to perform at your best?
- How have previous jobs and experiences prepared you for greater responsibilities?
- What accomplishments have given you the most satisfaction? Why?
- Where do you see yourself in five years?
- Describe how you prioritize your work.
- How do you manage your time?
- What do you do to stay current in your field of study?
- Tell me about a time when you faced a problem you could not solve, what did you do?
- How do you deal with stress?
- Give me an example of when you have been assertive even when it was uncomfortable to do so.
- In prior team projects, how have you managed difficult team members?
- Give me an example of when you had to go above and beyond the call of duty to get a job done.
- Describe a time when you were able to exhibit your leadership capabilities within a group.
- Describe a situation where you took initiative to change something when no one asked you to.
- What are your strengths?
- What are your weaknesses?
- Why should we hire you?
- Is there anything else we should know that you did not have the chance to communicate during the interview?

## Questions to Ask the Interviewer

**Always be prepared to ask questions when you interview—not only are they evaluating you, you should be evaluating them. Be selective and avoid asking questions you should already know based on research. Never ask about salary and benefits during the interview; let the employer be the first to bring up the topics.**

- What skills and attributes do successful employees at this company usually have?
- What is your philosophy regarding on-the-job growth and development?
- What are your goals for the department/organization over the next year?
- How would you describe the culture of the company?
- What would a normal day in this position look like?
- What is your anticipated timeline for filling the role?

## MISTAKES MADE DURING JOB INTERVIEWS

Failure to make eye contact

Present a weak handshake

Don't smile

Have little knowledge of the company

Use too many hand gestures

Have arms over their chest

Fidget too much

Nervously play with hair or cover face

Have bad posture



## FIRST IMPRESSIONS ARE DETERMINED BY



The way you dress, friendliness and confidence



The quality of your voice and grammar



Using clear and knowledgeable language

## EMPLOYERS SAY



They don't want applicants to be overly fashionable or trendy



Clothes can be the deciding factor between two similar candidates



They prefer candidates who have researched the company and position

# DRESS FOR SUCCESS

## BUSINESS CASUAL

Business Casual is what many people would typically wear to work at the office.

### FOR HIM

Wear a pair of nice khakis paired with a polo shirt or other collared shirt. Dress shoes or loafers are appropriate.

**TIP: Avoid the wrinkles; iron your shirt and pants!**



### FOR HER

Dress pants or khakis with a fashionable top is appropriate. A casual skirt is also an option. Feel free to dress up your outfit with heels, jewelry and/or accessories if desired.

**TIP: Wear your hair in your everyday style, and avoid overdoing it with makeup or perfume.**

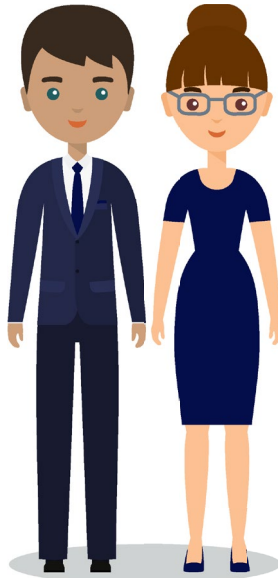
## BUSINESS PROFESSIONAL

Business Professional attire is more sophisticated than Smart Casual, often signaling the need for suits, ties and dresses.

### FOR HIM

Wear a business suit with tie. You may also opt for nice slacks with a sports jacket and tie.

**TIP: For Business Professional dress codes, stick to business colors: black, navy blue, gray or brown.**



### FOR HER

Wear a business suit or business style dress with heels (high or low).

**TIP: For Business Professional dress codes, stick to business colors: black, navy blue, gray or brown.**

Dress conservatively and appropriately for your field

Moderation is key for everything including perfume, jewelry, cologne, etc.

Keep your hair neat including facial hair

Be aware of tattoos or piercings in your particular industry



Center for Career &  
Professional Development

Connect with us to learn about jobs, internships, and events



@TCUCareerCenter

[careers.tcu.edu](https://careers.tcu.edu) | 817-257-2222

Revised 8/2018