



Servants Arms

Community Based Organization

EMPLOYMENT INTERVIEW ASSISTANCE PROGRAM

“The key to a good job interview is in the preparation, so that when you walk in the door you are comfortable, confident and ready to impress.”

For most people, the job interview process is a challenging and nerve-wracking ordeal, but it's something we all must go through. To be successful, we must meet and conquer the job interview challenge. Our goal is to help prepare you before, during and after the job interview.

The topics we will cover are:

- Overview of the interview process
- Researching the organization
- Key interview questions
- Interviewing tips
- Follow-up letters
- Mock interview

Servants Arms will offer a job interview assistance seminar semi-annually and to individuals on an as-needed basis. Interested parties can inquire online and via phone.

MOCK INTERVIEW BASICS

Be Prepared and Appropriately Dressed

"You never get a second chance to make a first impression!"

Dress Code Tips

1. Never wear caps or hats to an interview.
2. Dress conservative, not trendy (muted colors, plain shirts etc.).
3. Be certain shoes are shined/clean.
4. Wear slacks instead of jeans unless you are looking for a warehouse job. In such case, wear "Docker-type" khaki pants and plain, casual shirts.
5. If you are seeking an office job, wear slacks, a conservative shirt, a suit or sports jacket and tie.
6. Be sure your hair is neatly cut and combed.
7. Be sure your nails are clean.
8. If you have tattoos, wear shirts that cover them.

What to bring to an interview

1. Folder – a significant amount of paperwork will be outlined, so you'll need a folder where you can neatly store these documents.
2. Your resume – bring several copies; you never know how many individuals you're going to meet.
3. Business Cards – May seem old school but, they are easy to carry and you never know if someone is going to ask for one.
4. Portfolio/work samples – Bring samples of your work; especially if you are in a creative industry.
5. References – When the interview goes well, the hiring manager might ask you for references.
6. Pen and notepad – Taking notes during the interview can be beneficial. It shows you are actively listening to the interviewer and engaged in the conversation, while also ensuring you won't forget important details about the job. Ask the interviewer for permission before taking notes. Don't take so many notes you're not making eye contact.
7. Questions – To show you're genuinely interested in the job, you should have questions for the hiring manager prepared. Some key questions are:
 - a. How does the company define and measure success?
 - b. What is the most important thing I can accomplish in the first 60 days?
 - c. How do managers provide feedback to employees?
8. Talking Points - One way to reduce stress before the interview and build confidence is to jog your memory by looking at notes of things you want to mention during the interview, such as specific skills that highlight your strengths. A short summary of your accomplishments, organized by skill set,

- that you can review before you walk into the interview. These accomplishments should be tied to the job responsibilities.
9. Identification – You may need to provide photo ID to enter the building, so check with the employer beforehand to find out what the building’s security requirements are. The security guard may ask you the company you’re visiting, the name of the person you are meeting with, and what floor they’re on. Confirm all of that information when you set up the interview.
 10. A Smile – Employers want to see that you’re enthusiastic and excited about the position.

What not to bring to an interview

1. Chewing gum
2. Food
3. Drink
4. Excessive jewelry
5. Cell phone – leave it in the car or at least make sure you put it on silent.
6. Your parent(s), spouse, or children

Interview Questions

While there are as many different possible interview questions as there are interviewers. Potential interview questions can be summarized into six categories. We pray no interviewer would be cruel enough to ask all the questions listed below, but you will probably face a few of them.

Basic Questions

1. Entry Level – High School or College Graduate
 - a. Tell me about yourself
 - b. What are your strengths?
 - c. What are your weaknesses?
 - d. Why do you want this job?
 - e. Where would you like to be in your career five years from now?
 - f. What attracted you to this company?
 - g. Why should we hire you?
 - h. Do you have any questions for me?
 - i. If you have already been in the work force, you could also be asked any of the following questions:
 - i. What’s your ideal company?
 - ii. What did you like least about your last job?
 - iii. When were you most satisfied in your job?
 - iv. What were the responsibilities of your last position? Why are you leaving your present job?
 - v. Are you willing to relocate?

- vi. What are three positive things your last boss would say about you?

2. Behavioral Questions

- a. Entry Level – High School or College graduate
 - i. What is your greatest failure and what did you learn from it?
 - ii. If I were your supervisor and asked you to do something you disagreed with, what would you do?
 - iii. What was the most difficult period in your life, and how did you deal with it?
 - iv. If you found out a co-worker was doing something against the law, like fraud, what would you do?
 - v. Describe how you would handle a situation if you were required to finish multiple task by the end of the day, and there was no conceivable way that you could finish them.
- b. If you have already been in the work force, you could also be asked any of the following questions:
 - i. What was the last project you led, and what was the outcome?
 - ii. Give me an example of a time that you felt you went above and beyond the call of duty at work.
 - iii. Can you describe a time when your work was criticized?
 - iv. Have you been on a team where someone was not pulling their own weight? How did you handle it?
 - v. Tell me about a time when you had to give someone difficult feedback. How did you handle it?
 - vi. How do you handle working with people who annoy you?
 - vii. Give me an example of a time when you did something wrong. How did you handle it?
 - viii. Tell me about a time where you had to deal with conflict on the job.
 - ix. What assignment was too difficult for you, and how did you resolve the issue?
 - x. What is the most difficult decision you've made in the last two years and how did you come to that decision?

3. Salary Questions

- a. Salary is usually not discussed during the interview, but you should be prepared to respond to the following questions:
 - i. What salary are you seeking?
 - ii. What is your salary history?

4. Career Development Questions

- a. Entry Level or Job Change
 - i. What are you looking for in terms of career development?
 - ii. How do you want to improve yourself in the next year?

iii. What kind of goals would you have in mind if you go this job?

5. Getting Started Questions

a. Entry Level or Job Change:

- i. How would you go about establishing your credibility quickly with the team?
- ii. How long will it take you to make a significant contribution?
- iii. What do you see yourself doing within the first 30 days of this job?
- iv. If selected for this position, can you describe your strategy for the first 90 days?

6. Questions about You

a. The following are personal question about you that the interviewer could ask when applicable:

- i. How would you describe your work style?
- ii. What would be your ideal working environment?
- iii. What techniques and tools do you use to keep yourself organized?
- iv. If you had to choose one, would you consider yourself a big-picture person or a detail-oriented person?
- v. Was there a person in your career who really made a difference?
- vi. What do you ultimately want to become?
- vii. What three-character traits would your friends use to describe you?
- viii. List five words that describe your character.
- ix. What is the most important thing you learned in school?
- x. Why did you choose your major?
- xi. What is your greatest achievement outside of work?
- xii. Tell me the difference between “good” and “exceptional.”
- xiii. How would you feel about working for someone who knows less than you?
- xiv. What are the qualities of a good leader?
- xv. What do you do in your spare time?

For employment assistance, please contact Servants Arms at:

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