Interview & Email Etiquette Tips!
Arthur Lumzy, Jr
Director of Career Services
University of North Texas at Dallas
Interviewing Tips
Interviewing Tips - Company Research

- Private or Public
- Company Culture
- Salary and Benefits
- Training
- Competitors in the Industry

- Products and Services
- Current News
- Industry News
- Career Advancement
Next step: The Interview

• Phone interviews
• Group interviews
• Panel interviews
• One on one interviews
• On-campus interviews
• On-site interviews
• Skype interviews
What do employers look for?

• Confidence: eye contact, handshake, attire
  • Personality: SMILE, small talk, stay calm
  • Enthusiasm: speak up, ask question, get excited
  • Work ethic: be early, use examples
  • Dedication: Follow up, use examples
  • Team player: be nice, use examples
Accessories and Grooming

• Belts: wear one that matches shoes, conservative

• Earrings: women only, one pair, no dangly or flashy

• Jewelry: no visible tattoos, no piercings, one ring per hand, scarves and pearls are classic looks
Accessories and Grooming

• Shoes: comfortable, shined, closed toe & heel, not too high

• Stockings: not darker than your shoes, no runs

• Pants: need to have a crease
Accessories and Grooming

• Make-up – less is more, easy on cologne or perfume

• Hair - conservative styles, off the collar for men, shave

• Undershirts for men
Business Casual

• No athletic shoes
• No athletic socks
• Not too tight
• Not sleeveless
• No Denim
Interview Questions

• Traditional interviews
• Behavioral interviews
• Hypothetical interviews
• Critical thinking/ Case interviews
Traditional Interviewing

• Tell me about yourself.

• Where do you want to be in 5 years?

• What are your three weaknesses or strengths?

• How do you handle customer complaints?
Behavioral Question

Give me an example of a time when you were not able to complete an assignment within a given time frame? What did you do? What was the outcome?
Behavioral Question

• Give me a specific example of a time when you…”

• “Tell me about a time when you …”

• “Describe a time when you …”

• “Describe your experience with…"
Responding to Behavioral Questions

Situation or Task

S • Details about the situation or task

T • What led up to the situation or task?

Ask • Who was involved?

Action taken • What was your particular role?

Result or outcome • What was the outcome?
Hypothetical Question

“Suppose you and a co-worker had a strong disagreement about the qualifications of a friend who she had recommended as a new hire in the department? How would you handle the situation?”
Hypothetical Interview

To find out how you would handle a work situation:

• Research on the company
• Go through thought process
• Reasoning
Critical thinking / Case Interview

• How many golf balls were sold in the United States last year?
  • Why is a manhole cover round?
  • How many jellybeans will fit in a 747?
Critical thinking/ Case interview

From Brain and Company

• Break the problem down
• Focus by prioritizing which areas to investigate
• Demonstrate clear analytic evidence based on assumptions, math, and logic
• Make an actual recommendation
• Look for recommendations that are actions designed to generate results
Closing the Interview

• Ask good questions based on research (on next slide)

• What is the next step?

• Tell them why the position is the right one for YOU.

• Do you feel that I am good match for the position?

• THANK THEM WITH A HANDSHAKE!!!
Questions You Could Ask

Prepare questions to ask the recruiter:

• What are 3 key skills/strengths vital to this position?
• How is an employee evaluated and promoted?
• Describe the work environment.
• What are your expectations for new employees?
• What is the next step in the hiring process for this position?
• Do not ask about salary and benefits. (wait until you get the call of receiving the position)

*Practice, Practice, Practice. You only get one chance.*
Make the Cut

• Send a thank you letter immediately

• Follow up in one week or wait until recruiter advised your call back time

• Network, talk to company contacts

• Be accessible

• The next interviews are as important as the first
Email Etiquette Tips
Email Etiquette – Why is it Important

• We interact with written word all the time

• Without immediate feedback from the reader, it’s easy to be misunderstood

• Email is still a formal form of correspondence
The Basics

• Always make sure to address the recipient by Mr./Ms. and their last name.
  Example: Dear Mr. Lumzy, …

• Think twice about whether or not the content of your email is appropriate for virtual correspondence – once you hit “Send,” anyone might be able to read it!

• Try to keep the email brief (1 screen length)

• Respond to emails within the same time span as you would a phone call

• Check for spelling, punctuation, and grammar errors before clicking Send

• Use a professional font, not decorative
Subject

• Should be meaningful

• Should give your reader an idea of the content of the email

• Should be appropriate, because anyone can look at the subject line, even if the recipient chooses not to open the message

• When changing the subject, start a new message
Tone

• Write in a positive tone
  - When I complete the assignment versus If I complete the assignment

• Avoid using negative words
  - Words that begin with “un, non, or ex” or end with “less”

• Don’t use contractions
  - I could’ve versus I could have

• Use please and thank you
Content

• Check grammar and spelling

• Use proper structure and layout

• Be efficient – get to the point!

• Address all the questions or concerns to avoid delays

• Read the email before you send it

• Plz Don’t Abbrvt.
Content Don’ts

• Use sarcasm or rude jokes
• Respond if you are upset. Take some time to cool off and consider an appropriate response
• Attach unnecessary files
• Use CAPITALS
• Leave out the message thread
• Use long sentences
• Leave irrelevant information
Attachments

• When you are sending attachments, include in the email the file name, and the version it is in

I have included a PDF version of my resume for your perusal…

• Send files in rich text format (rtf) or portable document format (pdf) to ensure compatibility
Signature

• Identify yourself

Sincerely,

Arthur Lumzy
Director of Career Services, UNT Dallas
972-338-1782

• Keep it short

• Don’t use a quote or tagline