

INTERVIEW ETIQUETTE

Be on time. Know where your appointment will be held; arrive about 10 minutes early. This will give you a few minutes to collect yourself, review the questions you want to ask and the points you want to make.

Appearance is important – dress appropriately and immaculately.

Demonstrate self-confidence. Walk tall. Smile. Offer firm handshakes.

Maintain eye contact when speaking & listening.

Be friendly and polite with everyone with whom you come in contact. Remember names and positions.

Use restaurant etiquette and table manners.

Acknowledge job offers and rejections. Even if you are not prepared to accept a job offer, it is important you at least acknowledge receipt of the offer within 2-3 days. Reaffirm your interest in the position and provide a date by which you will contact the employer with your decision. Once you have made a decision, write an acceptance letter conveying your positive feelings about the job and your future with the employer. Confirm your starting date/time as well as the terms of your hire. If you wish to reject an employment offer, do so in writing. Indicate your appreciation of the offer and mention positive reactions to your interview. If applicable, indicate if you are turning the position down for a more suitable position; do not, however, make unfavorable comparisons of people or the organization. Thank everyone who helped you.

Follow-up. If you have not heard from the interviewer within the time they indicated during the interview, call to inquire about your status.

Career Services

Mund College Center
Lebanon Valley College
Annville, PA 17003
Phone: 717-867-6560
Fax: 717-867-6163
www.lvc.edu/career

Lebanon Valley College Career Services

Preparation is the Key

Job Interviews



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Interview Preparation

While an effective resume and cover letter open the door to an interview, your personal presentation in the interview is what determines if you'll secure the position for which you have applied. To prepare yourself for this most important aspect of the job search, you are encouraged to do three things.

I. Conduct a Self-Evaluation

Assess your skills, interests, values. This means you need to know what you like to do, what you do well, what is important to you in an employment setting, and what goals are directing your life. Career Services has several resources you can use to assist you in this process, including FOCUS, SkillsScan and the Myers-Briggs Type Indicator (MBTI). These instruments can help you identify your organizational effectiveness, leadership strengths, work orientation, and other key skills and strengths. The profile can also help you identify weaker areas you may want to improve.

While most of the questions you will be asked in an interview relate to how well you can assess yourself, you should also be prepared to discuss your short term and long term career objectives. You may not know the specific goal or the specific route you will take to reach that goal, but you should have ideas about a direction that you'd like to pursue or things you want to learn or experience.

II. Research the Organization and Determine Questions to Ask

Learn as much as you can prior to the interview about the organization. Check out web pages and other computer databases to assist you in your search. Speak with a current employee if possible. Your research should enable you to ask intelligent questions in the interview, emphasize how you can be an asset to the organization, and to answer the question of why you want to work there. Key information to collect includes: major products or services, size, location, organizational structure, key personnel, competitors, latest news reports, special honors and recognition, reputation, unions, salary range of the position you are seeking. In addition, teaching candidates may want to collect information on learning objectives, instructional programs/philosophies, demographics, and student achievement.

III. Know the Qualifications Employers Seek

A key to successfully responding to an interviewer's questions is to know what she is looking for and trying to assess. Employers are generally straightforward about what they are seeking and are not usually trying to trap you. New hires cost money and most organizations can't afford to make hiring mistakes, so they look for people who fit with the organization, people whose experiences reflect the skills they want to see in their employees, and people who can learn.

Here are some things employers look for:

- Self-motivation and Initiative
- Confidence
- Demonstrated written and oral communication skills
- Maturity
- Leadership strengths
- Interpersonal social skills
- Ability to work with others in team settings
- Organizational skills
- A willingness to work and learn
- Decisiveness
- Problem-solving abilities
- Flexibility/Adaptability
- Realistic goals
- Personal qualities and Attributes: positive attitude, poise, self-expression, appearance, enthusiasm

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