



What the employer wants (top qualifications)	Your matching experience
<p>Example: Four years of customer service experience in a retail sales environment.</p>	<p>Skills: Telephone contact with customers to provide information about products and services. Resolve customer complaints including exchanging merchandise, refunding money and adjusting bills. Communicate clearly and in a respectful manner with all customers.</p> <p>Example from experience: While at JC Penny, assisted customer who was hostile due to an overcharge of \$250 on his/her credit card. Calmed customer, investigated issue, refunded money, and gave a coupon for 20% off next purchase. Turned a bad shopping experience into a customer who will return to store.</p>
<p>1.</p>	<p>Skills:</p> <p>Example from experience:</p>



What the employer wants (top qualifications)	Your matching experience
2.	Skills:
	Example from experience:
3.	Skills:
	Example from experience:



**Target employer name:**

1. What are the mission statement and strategic goals of the company?	
2. Have there been any recent layoffs or significant changes within the company's structure?	
3. What is the purpose of the organization? What does it do?	
4. How many divisions, subsidiaries or departments does the company have? What are its roles in the company's structure?	
5. What is the average salary for the job title you are applying for in your region? Does the employer pay above or below that average?	
6. Who are the company's major customers? What are their needs?	
7. What is the company best known for?	
8. What do you offer the company that fits its profile and will make you stand out at the interview?	
9. What is the company's history? Is it owned by another firm? Is it a public or private organization?	
10. Does the company have any direct competition in your area?	
11. What acronyms and language (key words, industry specific speak) does the company use?	



Employer question	Your response
<p>1. Tell me about yourself</p> <p>(Helpful hint: This is your career commercial developed in Job-Search Strategies workshop. Add any additional notes here that relate to the position you are applying for.)</p>	
<p>2. Why did you leave your last position?</p> <p>(Helpful hint: Be honest, without speaking negatively about your previous employer.)</p>	
<p>3. What are your short-term and long-term goals?</p> <p>(Helpful hint: You can answer this from a variety of professional perspectives – the job you are applying for, career improvement with the company, further education, your professional goals, etc.)</p>	
<p>4. What has been your most significant career accomplishment?</p> <p>(Helpful hint: This is your career commercial developed in Job-Search Strategies workshop. Add any additional notes here that relate to the position you are applying for.)</p>	
<p>5. What are your strengths and weaknesses?</p> <p>(Helpful hint: Turn weaknesses into challenges and how you have worked to overcome them – give specific examples. Make sure to list strengths that correlate to the job for which you are interviewing.)</p>	
<p>6. How would your last boss describe you? How would your previous co-workers describe you?</p> <p>(Helpful hint: Be honest and present yourself in a confident manner. Remember to include both hard and soft skills in your description. Revisit prior performance reviews if you have copies.)</p>	



Employer question	Your response
<p>7. Why are you the best fit for this position? Alternate: Why should we hire you?</p> <p>(Helpful hint: Let your confidence and excitement show. Present information that makes you stand out from others. This is not the same as a career commercial – it's how the position, the company and you are a perfect match.)</p>	
<p>8. What are your salary expectations?</p> <p>(Helpful hint: Prepare a well researched response. Stating a specific salary can lock you into something below what the company was prepared to offer you. Conversely, your expectations may be much higher than the employer's. Example: I am prepared to discuss salary at the time of a job offer.)</p>	
<p>9. What kinds of personalities are challenging for you to work with?</p> <p>(Helpful hint: Show that you are flexible and can find ways to work with individuals who are different from you. If it's an ethics issue, explain how you would resolve the problem.)</p>	
<p>10. Why do you want to work for this company? Alternate: What do you know about our company?</p> <p>(Helpful hint: This is where all your employer research will make you stand out; explain why the company and the position excite you.)</p>	
Other Notes	



Part of STAR method	Your response
<p>Situation: Give an example of a situation in which you were involved that was difficult, but resulted in a positive outcome. In this space, tell how it all started.</p>	
<p>Task: Describe the tasks involved in that situation. (What did you determine needed to happen to be able to move to action?)</p>	
<p>Action: Describe the various actions (factors as well) that will lead to a problem/situation resolution.</p>	
<p>Result(s): What results directly followed because of your actions?</p>	



Research discovery point	Question(s) for employer
<p>Example: ABC Company's website lists one of its core values as "fun." The company knows its work is hard, so managers have made a fun working environment to keep stress levels down.</p>	<p>Example: When I was reviewing your list of core values, I noticed that one of the values listed was fun. What approach has ABC Company taken to make the environment less stressful while keeping productivity levels high?</p>



References	
Reference 1	Contact name _____ Physical address _____ Telephone and cell _____ Email address _____ Preferred contact method _____ Permission to use as a reference? _____ Is each a positive reference? _____
Reference 2	Contact name _____ Physical address _____ Telephone and cell _____ Email address _____ Preferred contact method _____ Permission to use as a reference? _____ Is each a positive reference? _____
Reference 3	Contact name _____ Physical address _____ Telephone and cell _____ Email address _____ Preferred contact method _____ Permission to use as a reference? _____ Is each a positive reference? _____
Reference 4	Contact name _____ Physical address _____ Telephone and cell _____ Email address _____ Preferred contact method _____ Permission to use as a reference? _____ Is each a positive reference? _____





# Interviewing

## Checklist: Personal image

Preparing your interview attire		
Description	Completed	In process
Select outfit that is appropriate for the interview: professional (suit), semi-professional shirt and slacks) or business casual (polo and khakis).		
Analyze clothes. Check for: wear, damage, animal hair, stains and odor.		
Try on outfit to make sure it fits appropriately (not too tight or too loose).		
Dry clean or wash outfit; store in plastic/garment bag to keep odor free.		
Assess condition of shoes. Check for: damage, wear and shine.		
Polish shoes to rid of scuffs; take to cobbler, if necessary.		
Make sure nylons/tights to be worn with skirt/dress are not damaged. Pack extra pair in case of snag/run on way to interview.		
Dress a step above existing company employees doing a similar job. Research to see what they are wearing.		
Notes		

Personal grooming		
Description	Completed	In process
Color hair if it improves appearance. Choose natural tones, avoid shocking colors.		
For men: determine if facial hair is acceptable for an interview with the company.		
For women: use natural-toned nail polishes. Use understated makeup colors — especially with lipstick.		
Remove body jewelry, and cover up tattoos.		
Avoid wearing too much jewelry — keep it simple (watch, small earrings and necklace for women; a watch for men).		
Notes		



# Interviewing

## Checklist: Personal image

Build confidence		
Description	Completed	In process
Practice approaching the interviewer and shaking hands (with friends or family).		
Commit to memory your work skills, personal qualities and qualifications that relate to the employer and the job opening.		
Remember things you want to get across about yourself from your career commercial. Practice in front of a mirror and with others who will listen in person or by phone.		
Practice answering likely interview questions out loud. Do this with someone who will give you honest feedback or monitor yourself in a mirror.		
Review the job announcement; highlight key areas that you want to address during your meeting.		
Monitor your body language, tone of voice and eye contact in front of a mirror, or ask for feedback from a friend.		
Review your résumé, items in your portfolio, cover letter you wrote to the employer and other documents you submitted to the employer to refresh your memory. Highlight points to discuss during the meeting.		
Notes		

Day of the interview	
Description	Completed
Showered	
Teeth brushed	
For men: shaved, groomed, deodorant, no cologne	
For women: makeup is understated, deodorant, no perfume	
Accessories are minimal and appropriate	
Organize items to take with you (purse, briefcase, portfolio, etc.)	
No use of chewing gum	
No smoking in interview clothing; make sure you are odor free before putting on outfit	
Check traffic; leave early for commute	
Turn off cell phone before entering the interview location	
Notes	



# Interviewing

## Checklist: Preparing for an interview

Things to take to the interview	Completed
Several copies of your résumé — including one for yourself that is highlighted to reference during the interview. Make sure the résumé you are printing contains the same information as the one that was originally submitted to the employer.	
A copy of your references with up-to-date contact information for all individuals listed.	
A pad of paper and a pen to take notes during the interview.	
Highlighted research that you completed on the company that can be referenced during the meeting.	
Directions to the interview site, including the employer contact for the meeting.	
Copy of the job description that you have highlighted and reviewed.	
A copy of the completed application, résumé and cover letter that you submitted to the employer for the position.	
Make clean and neat copies of reference letters that you can leave with the potential employer that demonstrate the successes and achievements you've had earlier in your career.	
Proper I-9 documentation if they ask you to fill out hiring documents on site.	
If you have prepared business cards, bring enough for the entire interview panel.	
Clean and neat copies or originals of any documents that the employer has asked you to bring with you (certifications, driving abstract, school transcripts, etc.).	
Leave chewing gum at home. Instead, take a breath mint that will dissolve before the interview.	
If driving, make sure you have enough fuel to get to the interview and home.	
Leave emergency snacks in your car in case the interview process involves a long testing period as well. Keep your energy levels up. Bring along a bottle of water to quench any thirst.	
Grooming tools (comb, makeup, stain remover tool, lint brush, tissue, etc.)	
Other	