

Interview Prep



The Office of Career Management

TYPES OF INTERVIEWS AND PREPARATION TIPS



INTERVIEW PREP

TYPES OF INTERVIEWS

PREPARATION TIPS

COMPANY RESEARCH

DRESS ATTIRE

INTERVIEW QUESTIONS

SALARIES / NEGOTIATION / OFFER POLICY

TYPES OF INTERVIEWS

- Face-to-Face
- Virtual
 - Live and Pre-Recorded
- Behavioral
- Telephone
- Panel/Committee
- Lunch/Dinner
- Informational
- Case Interview



FACE-TO-FACE INTERVIEW

A traditional one-on-one interview, in which the interviewee sits down in-person with an interviewer

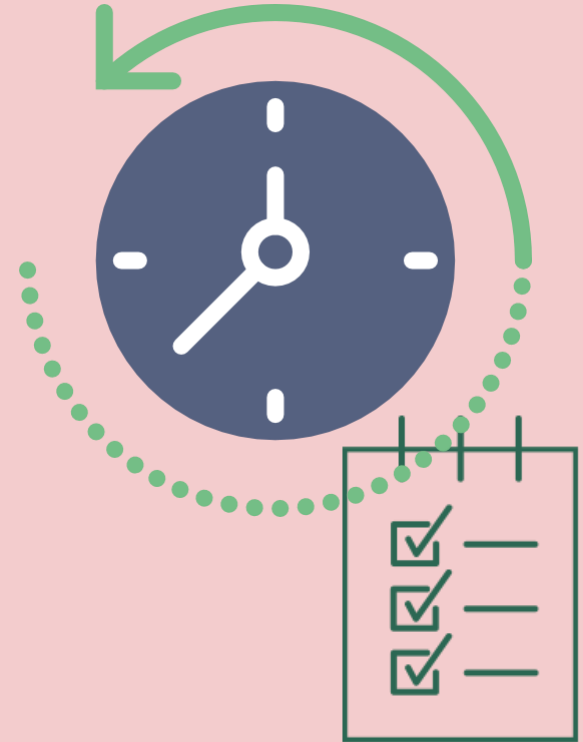
Before the Face-to-Face Interview:

- ✓ Go through the **Pre-Interview Check List**
- ✓ Confirm **date, time** and **place** of Interview
- ✓ Plan **transportation** and alternate routes



Before a Face to Face Interview

- ✓ Confirm **date, time** and **place** of Interview
- ✓ Plan transportation and alternate routes
- ✓ Practice responding to interview questions
- ✓ Prepare questions to ask interviewer
- ✓ Research industry and salaries
- ✓ Get solid references from **supervisors** or **professors**



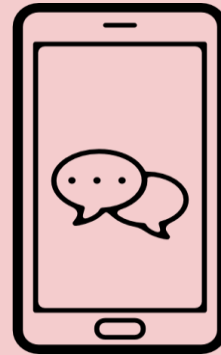
Day of the Interview – **ONCE YOU ARRIVE**



Arrive **10-15** Minutes early



Be confident **but** professional



Turn your cell phone **off**

Day of the Interview – AT THE INTERVIEW

Introduction

- Address interviewer as **Mr./Ms.**
- Give a **firm handshake**
- Maintain **eye contact**
- Sit when **invited**

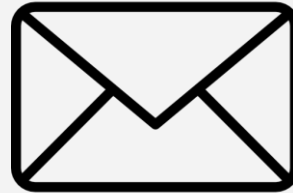
During Interview

- Take Notes
- Listen to questions and clarify if needed
- Think about responses and pause if you need to
- Speak clearly and avoid slang
- Don't fabricate or inflate information

End of Interview

- Shake interviewer's hand
- Thank interviewer by name

*Day **after** the Interview*



Send a thank you note and email after the interview

VIRTUAL INTERVIEWS



VIRTUAL – LIVE

Job applicants speak directly with interviewers in real-time over a virtual platform
The live interview may be recorded by the interviewer for future purposes

Before the Live Virtual Interview:

- ✓ Go through the **Pre-Interview Check List**
- ✓ Set up a **professional background**
- ✓ Confirm the **time** and **platform being used** for your interview
- ✓ **Test** your technology well **in advance** of the interview and **check it again**
- ✓ **Close** other applications and windows on your device
- ✓ Plan to log-on about **5 minutes** before your interview start time

VIRTUAL – RECORDED

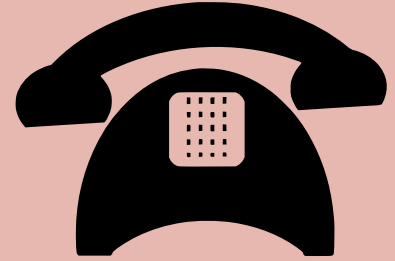
Unlike a live virtual interview, there is no human interaction! A question appears on your computer screen and you are given approximately 30-60 seconds to review it. You are then given one to two minutes to answer the question while the camera records your response. The next question will appear and the process is repeated.

Before the Recorded Virtual Interview:

- ✓ Go through the **Pre-Interview Check List**
- ✓ Set up a **professional background**
- ✓ **Test** your technology well **in advance** of the interview and **check it again**
- ✓ **Close** other applications and windows on your device
- ✓ Practice by **recording yourself** delivering your elevator pitch, answering questions, etc.

OTHER TYPES OF INTERVIEWS

TELEPHONE INTERVIEW



Held over the phone, typically a one-on-one interview

Remember that you will not be able to rely on any body language or non-verbal communication to convey your point and personality

Before the Telephone Interview:

- ✓ Go through the **Pre-Interview Check List**
- ✓ Confirm the **time** of your interview and whether you will be called or if you should call the interviewer
- ✓ Make sure you are in a **quiet environment**, consider using a headset if needed



**Don't be thrown off by the presence of more people or by the location!
Prepare for these interviews like you would prepare for any in-person interview.**

PANEL/COMMITTEE

- An interviewee sits down with several interviewers
- Allows for collaboration on the employer-side



LUNCH/DINNER

- An interviewee may be invited out to lunch or dinner with a potential employer
- This helps the employer to gauge the interviewees' social skills and personality in a less formal setting



INFORMATIONAL INTERVIEW

- Unlike a job interview, the purpose of an informational interview is not necessarily to apply for a job
- Allows the interviewee to conduct research and gain information on a field or company of interest
- More of a conversation between the interviewee and interviewer

Before the Informational Interview

- ✓ Go through the **Pre-Interview Check List**
- ✓ You should still be **knowledgeable** about the company, don't ask questions like "what do you do?"



BEHAVIORAL INTERVIEWS

- **Behavioral questions** are asked to discover how the interviewee acted in specific employment-related situations
- The logic is that how you behaved in the past will predict how you will behave in the future

Examples:

- Describe a situation in which you encountered a problem with a supervisor. How did you handle it?
- Tell me about something you planned that did not go as well as you hoped. How did you manage the situation and what did you learn from it?

THE 'STAR' APPROACH

★ **S:** Situation – describe the situation

★ **T:** Task/Problem – what dilemma/problem did you face?

★ **A:** Action – what action did you take?

★ **R:** Result – what was the result of your action?

USING THE 'STAR' APPROACH

Prior to the interview think of a few stories and examples that you can tweak and adapt for different questions



S: The goal here is to paint a clear picture of the situation and emphasize its complexities to make the result seem more profound



T: Dedicate this area to giving specifics of your responsibilities in the scenario and any objective set for you *before* diving into what you did



A: Showcase your contribution with specifics. Note if you worked with a team, used specialized software, formed a detailed plan, etc. Always include the action you specifically took regarding the situation



R: Share the results of the action you took. If the result is failure or a challenging moment, be sure to end on a high note – talk about what you learned or how you improved.

CASE INTERVIEW

- **Case interview questions** are typically used by management consulting firms
- Generally a business problem or estimating exercise designed to make you think on your feet, use logic and common sense
- Consulting organizations want to see that you can structure an answer and perform basic calculations with large numbers
- The objective is not to get it right, but more to demonstrate your ability to solve complex problems and how you think

SAMPLE CASE INTERVIEW QUESTION

A retail bank is wanting to expand its branch network. How would you go about developing a framework or model for determining the optimal locations. Consider the macro perspective, i.e. towns, suburbs and districts rather than specific streets, or blocks.

In a 24-hour day, how many times do the hands of a clock overlap?

CASE INTERVIEW: PROBLEM SOLVING STEPS

*“The **most important** thing above all else is to demonstrate to the interviewer your intellect and ability to solve problems.”*

- Understand and summarize the case question
- Determine and clarify the case question objective
- Pull together existing info
- Ask for and gather more information if needed
- Analyze this information
- Group similar issues together and layout a structure
- Perform calculations or design solutions for issues
- Formulate and present answer(s)

CASE INTERVIEW TIPS (CONTINUED)

- Take notes throughout the case exercise
- Do not rush your analysis; this may cause you to overlook important elements and develop a narrow focus
- Ask questions to gauge the scope of the problem
- Never try to force a framework or methodology onto a problem
- **Play to your strengths and allow your personality and creativity to shine!**

RESUME BASED QUESTIONS

- Know your resume from top to bottom

Examples:

- Why did you choose your major?
- Why Rutgers?
- Which classes have you enjoyed the most/least?
- Why did you leave your last job?
- What challenges have you faced as Treasurer of XYZ Student Group?

OPEN ENDED QUESTIONS

- Require more than a "yes" or "no" response
- Test both job knowledge and communication skills

Examples:

- Tell me about yourself.
- What are you most proud of?
- What's our company credo?
- What are your strengths and weaknesses?
- Why do you want to work for our company?

INAPPROPRIATE QUESTIONS

- Based on Ethnicity, Religion, Sexual Orientation, Disability, National Origination/Citizenship etc.
- You are “not” required to answer the question
- Ask employer to rephrase the question
- Protected by laws

INTERVIEW QUESTIONS **NOT** TO ASK

- **What does this company do?**
(Do your research ahead of time!)
- **Can I change my schedule if I get the job?**
(If you need to figure out the logistics of getting to work, don't mention it now...)
- **Did I get the job?**
(Don't be impatient. They'll let you know.)
- **How much will I get paid?**
(Wait until you get the offer to discuss/negotiate salary)

INTERVIEW QUESTIONS TO ASK

- Could you describe a typical day or week in this position?
- What are the prospects for growth and advancement?
- What skills and attributes do you value most for someone being hired for this position?
- What is the organization's plan for the next five years, and how does this department fit in?
- What are the next steps in the interview process?

BEFORE ANY INTERVIEW: CONDUCT COMPANY RESEARCH



COMPANY RESEARCH

➤ *Helpful Resources:*

- Company Website
- Reuters.com
- Wall Street Journal
- Glassdoor.com
- Social Media / Blogs



COMPANY RESEARCH

What do you Research?

- Type of Business / Industry
- Products / Services
- Locations / Headquarters
- Company Mission Statement
- About Us Section
- Executives
- News & Press Releases



SALARIES/NEGOTIATION/OFFER POLICY



OFFER POLICY

- Don't let pressure affect your decision.

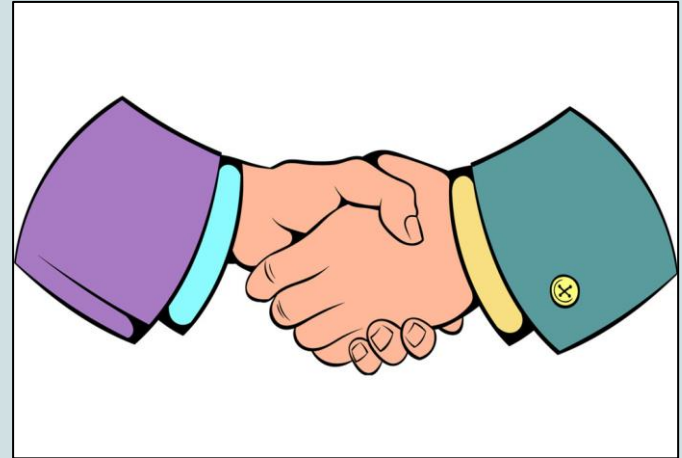
DO NOT renege on an offer!

- Resources:
 - Student Handbook/Planner: Page # 40-41
 - RBS OCM Website (Resources section):

[Offer Acceptance Policy](#)

NEGOTIATING AN OFFER

- Win-Win Process
- Weigh the Pros and Cons
- Research industry & salaries:
 - Vault.com
 - WetFeet.com
 - Salary.com
 - Payscale.com
 - Glassdoor.com



OTHER FACTORS TO CONSIDER BESIDES SALARY

- Benefits / Pension
- Paid Time Off
- Sign-On Bonus
- Professional Development / Training
- Ability for Advancement / Promotion
- Geography / Location
- Flexible Hours
- Mass Transit Expenses
- Educational Tuition Refund
- Company Reputation

DRESS ATTIRE



DRESS FOR SUCCESS

BUSINESS PROFESSIONAL EDITION

For use at all RBS Career Fairs & Similar Events

****Virtual and In- Person****

SUIT

DO WEAR: Dark gray, navy blue, or black business professional suit with full sleeve and matching pants or knee-length skirt.

DO NOT WEAR: Light-colored or ill-fitting suits, short skirts, or dresses.



SHOES



DO WEAR: Clean, polished dress shoes or closed toe, low-heeled, dark pumps.

DO NOT WEAR: White or short socks, sandals, boat shoes, boots, sneakers, flip flops, or other opened-toed shoes.

GENERAL PRACTICES

Utilize name tags that include both preferred name and pronouns (see image).

HELLO my name is

my pronouns are
They, Them, Theirs

SHIRT & TIE OR BLOUSE

DO WEAR: A blouse or a solid white/light-colored shirt with a tie. A black or neutral headcovering.

DO NOT WEAR: Tight, ill-fitting shirts, plunging necklines, stripes or bright prints/colors.



ACCESSORIES



DO WEAR: Professional accessories, but keep it to a minimum, belts should match the color of your shoes and attire.

DO NOT WEAR: Offensive accessories.

GROOMING



DO BE: Well-groomed, have makeup and fragrances kept to a minimum, and keep nails clean and well-maintained.

DO NOT BE: Rumpled, unkempt, disheveled.

* Accommodations will be made for religious or medical reasons.

