

Interview Guide



[Interview Guide Overview Video](#) | [Interview Guide Deeper Dive Video](#)

REPP and Interviewing:

Congratulations for getting to this stage! Whether you are being proactive or just found out you landed an interview this is a big step and you should be proud. You will continue to engage with the REPP model (Reflect, Explore, Prepare and Pursue) throughout the entire interview process. This guide will provide tips, advice and real examples of interview questions for any type of interview (phone, in person, virtual).



REFLECT

➡ **SELF-INVENTORY:** Know yourself. Have a your 30-second pitch to answer the “Tell me about yourself” or “Walk me through your resume.” Prepare answers for the following questions:

- What are your 3 top strengths? (Be sure to provide evidence for each or a brief story to support your claim)
- What is your weakness? (List only 1, show awareness and how you are addressing and tackling this weakness).
- Why are you interested in this position?
- What makes you the best candidate for this position?



EXPLORE and PREPARE

➡ **RESEARCH:** Begin to do your homework on the organization and discover more about who is conducting the interview. You can access this information through company website, LinkedIn, other alum(s), or contacts.

- Who are the clients they serve?
- What are the product and services they provide?
- What is the mission, philosophy, and values of organizations?
- How will you meet the responsibilities of this position?
- What are some current events impacting the profession, company, and/or industry, etc.?

Interview Guide



➡ **PRACTICE:** Say your answers out loud multiple times, in front of mirror or to a friend to help gain confidence in how and what you are saying. This will help you also to catch any mistakes (avoid um's, like, yeah or any "relaxed language" from your responses). Use the following resources to help you prepare;

- Schedule a mock interview via **Handshake** to get feedback from a career coach
- Utilize Big Interview (<https://lemoyne.biginterview.com>) to practice and record your answers. You can also find more general and industry specific questions.

➡ **ORGANIZE:**

- Collect documents and materials you will need during the interview (several copies of your resume to share with your interviewer(s))
- Curate appropriate interview attire (see **How to Dress for an Interview** on page 13)
- Confirm format of the interview; how many interviewers, in-person, phone, virtual or pre-recorded video submission
- Double-check the start time of the interview, location, directions, transportation, travel time (always allow extra time in case of travel disruption or weather delays)
- Set reminders on your phone and calendar about the event. Set email alerts from company contacts for important updates relevant to your interview schedule



EXPLORE and PURSUE

➡ **An interview** can provide a wealth of information to help you visualize yourself working with the people you meet and to determine whether the company, program or opportunity is right for you, given your unique goals. Because of this, the interview is often considered a "two way conversation," so you should be assessing whether or not the position is the best fit for you.

➡ **Keep an open mind** throughout the process by applying to other opportunities. Although you have made it to this stage, an offer or acceptance is not guaranteed. In order to increase your chances, keep going with applications and following up with your contacts (see **Networking Guide**). The more interviews you have will only help expand your knowledge of various organizations and different types of positions and opportunities out there in your desired field. Employers already assume you are pursuing multiple opportunities.

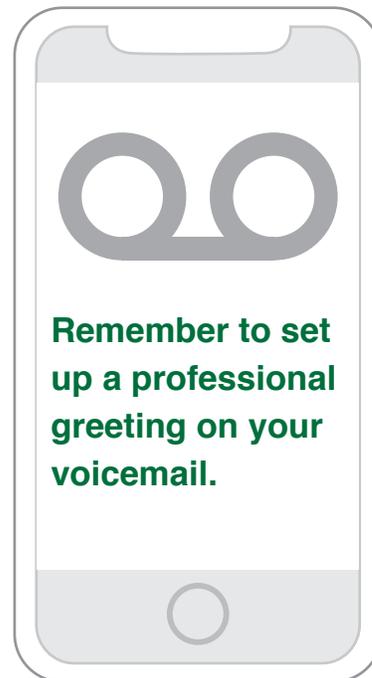
Types of Interviews



Telephone Interviews

In the case of a telephone interview, prepare yourself as you would for any other interview. The pressure of seeing the interviewer face-to-face may be eliminated, but you should still prepare all the answers and questions that you would for a in-person/virtual interview. In some ways, phone interviews are harder because you are missing the face-to-face connection. Here are some tips to make your phone interview just as effective as a face-to-face:

- ➡ Take advantage of not being face-to-face to do what makes you most comfortable. If you think better on your feet, give yourself space to walk around.
- ➡ Pre-arrange notes on your desk so you can easily find what you need.
- ➡ You may want to dress up for this interview, even though the interviewer won't see it, to put yourself in a professional state of mind.
- ➡ Look in the mirror when you talk and remember to smile! Your expression is reflected in your tone of voice.
- ➡ Be enthusiastic! Phone interviews tend to dampen one's personality, so act as upbeat as possible.



Types of Interviews



Virtual Interviews

The level of preparation for a virtual interview compared to an in person interview should still be the same. Researching the company, selecting appropriate interview attire, practicing your interview questions are still required to ace a virtual interview. Some virtual interviews can be conducted in a form of a pre-recorded software like Hirevue or Interviewstream where you have to submit your answers within a certain timeline. [Listen to a brief video](#) help you.

Follow these additional tips to prevent any virtual interviewing mishaps

Understanding the logistics: Confirm interviewing platform and process. Have all meeting links easily accessible with time and date in your calendar. Also, learn if it is a pre-recorded interview like Hirevue or Interviewstream and when the answers will need to be submitted.

Interview set up: Ensure your background or backdrop is organized and tidy. Consider things like camera angle and lighting. It is important that your laptop is on a desk or table vs. your lap.

Technology and connectivity: Prepare ahead of time any tech details... Check to make sure if you need to download any apps or operating software (Chrome, Firefox). Remember that certain operating systems are not always compatible with the interview platform being used. Be sure to check your browser is supported. Close all other programs on your computer. Phone should be on airplane mode and put away.

Reserve a quiet space: Ask any roommates or family members to allow for quiet time during your interview time.

Non-verbal mannerisms: Remember to use good eye contact and smile! Speak clearly and exude controlled enthusiasm. Be attentive to social cues, do not speak over or interrupt the interviewer.

The finer details: Have a professional picture or screen username when utilizing meeting software like Zoom.

Notes: Be sure to have your resume and notes with you for easy referencing. Capture your interviewers name(s) before leaving the interview so you can write and send a thank you note within 24 hours.

Looking for more tips? Available for current 'Phins only. Utilize  **biginterview** (lemoyne.biginterview.com) to learn and practice interview skills, whether you're interviewing for a job, internship, or graduate school. **Are you alumni?** [Click here](#) to also access Big Interview.

During the Interview



The Day of the Interview

- Hygiene in check: Groom, shower, avoid strong odors and fragrances
- Self Care: Get at least 8 hrs of sleep, eat healthy and hydrate. These healthy habits will help will give you the energy to be alert, clear and relaxed.
- Eat a good breakfast - something protein-rich to give you a healthy boost of energy.
- Dress appropriately! See How to Dress Guide (pg. 13) and **Business Professional vs. Business Casual** video.
- Bring several copies of your resume, a professional-looking notepad to take notes during the meeting, copies of any relevant work, and the names/addresses/phone numbers of your references.
- Include all of this in a padfolio or simple folder.
- Mentally review your 30 second pitch, and be prepared to talk about your accomplishments using specific examples.
- **Arrive early!** You should be there about 10 minutes early so you have time to use the restroom, check your appearance, and calm your nerves. It also shows enthusiasm for the job. However, do not check in with the receptionist more than 10 minutes in advance.

During the Interview

First Impressions

- Greet your interviewer with a firm handshake, good eye contact, and a smile. Eye contact is not easy for everyone, and if it is something you find challenging, remember you can always look at someone's eyebrows, forehead, or mouth instead.
- Dial your energy level to a controlled enthusiasm. Do not start by complaining about anything! Wait for the interviewer's cue to begin the actual interview.

Question and Answer

- Concentrate and listen to the questions carefully. Don't get so lost thinking about what to say next that you miss part of the question.
- Observe your interviewer's body language and adjust as appropriate. Be open and attentive to nonverbal clues; they are just as valuable as the verbal ones.
- Be honest! Do not exaggerate. Be aware that you don't know what the interviewer already knows about you.

During the Interview



- Stay clear ... If you have had a negative experience focus on the positive: what was learned, any skills developed, industry knowledge gained, etc.
- Remember to be polite and professional to who ever you come in contact while waiting including the receptionist. This behavior is considered part of the interview.
- Pause to think about your answers. Taking a few moments to compose a response will sound better than a quick answer fraught with “um,” “like,” and “you know.” If you need to buy yourself some time, repeat the question or say “now, let me see,” or “I’m glad you asked that question.”
- Treat every question as important. Even the smallest questions can be an opportunity to give the interviewer positive information about yourself.
- Be prepared to interview the interviewer. You will likely have time at the end to ask them two or three questions. Don’t be caught off guard by this. Think beforehand about questions about the organization, position and application process. Use these questions to show the employer how interested you are in the position.

After the Interview

- ➡ You aren’t done with your interview when you leave the room or hang up the phone. Writing a brief thank you note is a very important part of the process! A thank you note shows your interviewer courtesy and respect, demonstrates your written communication skills, shows that you are professional and serious, and will help you stand out from other applicants.
- ➡ Be sure to ask for the cards of all the people you meet with while you’re at the interview so you have their contact information and correct spellings of their names.
- ➡ Be prompt. A thank you email should be sent within 24 hours after your interview, to everyone you met with during the interview process. A handwritten note also can be sent but because of varied delivery times, be sure to send the email first.

Thank You Notes



➡ In your thank you note:

- Mention when and where you met with your interviewer (e.g., “I enjoyed speaking with you at Le Moyne on March 12.”)
- Thank the interviewer for his or her time and comment on parts of the interview that were interesting and informative. Mention specific information about the organization that appealed to you.
- Accentuate the points you brought up during the interview that will help them recall who you were, and clarify your interest or any points you thought were left unclear.
- Bring up points you may have forgotten to mention in your original interview that may help you get the job.
- Reiterate your interest in the specific position they have available and why you would be a good fit for that job.
- Mention that you look forward to hearing from them and offer to provide them with any additional information.
- **Proofread!** Make sure you’re not sending off a thank you note that has grammatical or spelling errors in it! Make sure the last impression you leave after your interview is neat and professional.

Sample Job Interview Follow up Thank You Note

Dear [Interviewer Name],

Thank you so much for meeting with me today. It was such a pleasure to learn more about the team and position, and I'm very excited about the opportunity to join [Company Name] and help [bring in new clients/develop world-class content/anything else awesome you would be doing] with your team. The energy I witnessed during the interview and while touring the office infused me with the feeling that I wanted to be part of [company name's] growth and outreach.

I look forward to hearing from you about decisions you have made, and please do not hesitate to contact me if I can provide additional information.

Best regards,
[Your Name]

Interview Questions



REFLECT

Behavioral interview questions require candidates to share examples of specific situations they've been in where they've had to use certain skills. According to the Society for Human Resource Management, the answers "should provide verifiable, concrete evidence as to how a candidate has dealt with issues in the past." In short, it's a way to let your past work performance prove what you're capable of doing in the future for this potential employer. In order to prepare, you must first reflect on your past experiences drawing from different facets of your life; work, volunteer, interacting with peers, academics, and other activities.

STAR Method



Situation – describe the role you were playing and the variables involved, setting the stage for your interviewer. What were you doing? Who were you working with on the project?

Task – give a description of the challenge you faced, the problem you were trying to solve, or the circumstances and how they changed.

Action – discuss the specific steps you took to address the problem.

Result – what was the outcome of your idea and action that you took? Quantify it if possible.

STAR method is a structured way to answer behavioral based interview questions. Behavioral questions focus on specific examples of past actions which will predict future behavior. Use the **STAR** method to structure your answers.

Be specific and confident about your accomplishments. Give concrete examples!

Interview Questions



REFLECT ON YOUR PAST EXPERIENCES WHEN PREPARING FOR STAR QUESTIONS.

ABILITY TO HANDLE STRESS

- What has been the most stressful situation you have ever found yourself in at work? How did you handle it?

Example Answer:

During my time as a medical scribe in the emergency room, there were many times that I was in a patient room during life-or-death situations. Of course, I was not a practicing physician, but it was my job to document everything the paramedics say, any narrative given by the patient or family, all vitals, any steps that were taken by the physician, and the exact timing of everything. I understood this documentation was critical in both ongoing patient treatment care and protecting all involved from potential liability. The first time I was in this position, it was a lot to take in all at once. I found that my personal key to success in such a high-stress situation is to take a breath and think back to my training. I knew what had to be done, so I remained calm and focused. By filtering out all of the unnecessary emotion and commotion, I was able to successfully transcribe all of the important information needed for a complete medical chart. If a portion of the chart was incomplete, I would simply reach out to the appropriate personnel member to obtain the information. This resulted in a complete and correct medical chart every time. Through this position, I learned to remain composed and that everyone has an important role to play. Moving forward, it gave me the confidence to handle just about any high-stress situation that is thrown my way.

- What have you done in the past to prevent a situation from becoming too stressful for you or your colleagues to handle?

ADAPTABILITY

- Tell me about a time when you had to adjust to a colleague's working style in order to complete a project or achieve your objectives.
- How was your transition from high school to university? Did you face any particular problems? How did you handle them?

ANALYTICAL SKILLS / PROBLEM SOLVING

- Tell me about a time when you had to analyze information and make a recommendation. What kind of thought process did you go through? Was the recommendation accepted? If not, why?
- Tell me about a situation where you had to solve a difficult problem. What did you do? What was the outcome? What do you wish you had done differently?

STAR

Interview Questions



CREATIVITY

- When was the last time you thought "outside the box" and how did you do it? Why?
- Tell me about a problem that you've solved in a unique or unusual way. What was the outcome? Were you happy or satisfied with it?

DECISION MAKING

- Give me an example of a time when you had to be quick in coming to a decision. What obstacles did you face?
- What is the most difficult decision you've ever had to make at work? How did you arrive at your decision? What was the result?

INITIATIVE

- Describe a project or idea (not necessarily your own) that was implemented primarily because of your efforts. What was your role? What was the outcome?
- Tell me about a time when your initiative caused a change to occur.

LEADERSHIP

- What has been your greatest leadership achievement? Talk through the steps you took to reach it.
- What is the toughest group that you have ever had to lead? What were the obstacles? How did you handle the situation?

PLANNING AND ORGANIZATION / TIME MANAGEMENT

- How do you prioritize projects and tasks when scheduling your time? Give me some examples.
- When has a project or event you organized not gone according to plan? What happened? Why? How did you feel?

TEAMWORK

- Tell me about a time when you worked with a colleague who was not doing their share of the work. How did you handle this?
- Tell me about a time when you had to work on a team that did not get along. What happened? What role did you take? What was the result?



Interview Questions



COMMON QUESTIONS CATEGORIES TO PREPARE FOR:

QUESTIONS ABOUT YOUR EDUCATION

- Why did you choose Le Moyne College? Were you satisfied with your education?
- Why did you choose your major? Given your career interests, why didn't you major in _____? How has your field of study prepared you for this position?
- What was your favorite/least favorite class? Why?
- What academic projects have you done that would contribute to your performance in this position?
- Do your grades accurately reflect your academic ability? Why or why not?
- Do you have plans for continued study or an advanced degree? (Be careful how you answer this, depending on the position for which you are applying.)
- In what extracurricular activities did you participate? What did you learn from them?
- If you could change anything about your college experience, what would it be and why?

QUESTIONS ABOUT YOU

- Tell me about yourself (the 30 second elevator pitch).
- Describe your past work experience.
- What are your greatest strengths/weaknesses? Describe your skills. (Use these to your advantage by making your answers relevant to the position.) When talking about a weakness, pick one that is not a critical flaw and be prepared to tell the interviewer how you are trying to improve upon that weakness.
- Have you had any failures? How have you learned from them?
- What accomplishments have made you most proud?
- What do you know about our organization?
- Who are your role models and why?
- Why are you interested in this position/company?
- What do you think you would bring to our organization?
- Why should I hire you?
- What do you see yourself doing 5 years from now?
- What motivates you to put forth your best effort?
- How would a former supervisor/former co-workers describe you?

Questions



➡ QUESTIONS ABOUT JOB/COMPANY/INDUSTRY

- Why are you interested in this field/particular organization?
- What do you think you'll be doing in this position?
- How do you judge a company when you're looking for a job?
- What sources did you use to find out about us?
- In your research into our company, did you see any specific problems that we have? Is there any division in our organization that you are most interested in joining?
- What are the most important rewards you expect in your career?

➡ QUESTIONS FOR THE INTERVIEWER

- Ask the interviewer about things that you are interested in based on your research.
- What kind of assignments might I expect during the first six months on the job?
- Where does this position fit into your organizational structure?
- Describe a typical work day.
- What is the retention rate for people in the position for which I am applying?
- What types of training programs do you have for employees?
- What are the opportunities for growth in your organization?
- What makes your company different from its competitors?
- What characteristics does a successful person at your company have?
- Do you need any additional information from me that might help you make a decision?
- Do you have any doubts about my qualifications for this job? (This may not seem like a good question, but it gives you a chance to address any hesitations your interviewer has, and it shows that you can take constructive criticism.)
- What are the next steps in the interviewing process?
- When do you expect to make a decision?
- Ask the interviewer for their business card so you can have their contact information to follow up and to email your thank you email/note.

How to Dress for an Interview



Navigating the professional world can be intimidating sometimes. The suggestions below will help you go into the interview feeling and looking confident.

If you want to include something in your interview attire that reflects your personality, ethnicity, etc. consider choosing one subtle element to include (e.g. lapel pin, tie/scarf pattern, fun coordinating socks, etc.).

Please also refer to [What to Wear to an Interview](#) video.

WHAT IS BUSINESS PROFESSIONAL?

- Business Professional is clothing that is formal (but not tuxedos) - suits, collared shirts, ties, etc.
- Wear business professional when interviewing for a professional position at a traditional company
 - ➡ Your socks should match your shoes. (white athletic socks are never an option)
 - ➡ If you want to include something in your interview attire that reflects your personality, ethnicity, etc. consider choosing one subtle element to include (e.g. lapel pin, tie/scarf pattern, fun coordinating socks, etc.).

WHAT IS BUSINESS CASUAL?

- Business casual attire does not have a strict definition – this could mean different things to different companies. (Please also refer to Video: [Business Casual vs. Professional Attire](#))
 - ➡ This style of dress has a range, depending on the company. Some companies see it as business professional, just without suit jackets. Other companies see it as wearing clothing that is slightly better than what you would wear on your down time. Overall, it depends on the office culture, and you can ask questions to determine where the company stands on dress. You can also look at the company website to determine dress expectations if you cannot determine what to wear from talking with the interviewer prior to the meeting.
- While it's true that “Business Casual” allows for more creativity in your attire, you should still remember that emphasis should be on professional so make your choices carefully.

RESOURCES

Check out the following websites to better understand business attire and gender-inclusive professional dress guidelines

[Business Professional Attire vs. Business Casual Attire](#)

[Gender Inclusive Professional Dress Guidelines](#)

Links Referenced in the Guide



Below are the Web addresses referenced in this guide in case the links aren't working. You can copy and paste the address to your browser.

- Page 1** Interview Guide Overview Video: <https://youtu.be/RT4qgOM1zs8>
Interview Guide Deeper Dive Video: <https://youtu.be/V2xsk3fvXX8>
- Page 2** Handshake: <https://lemoyne.joinhandshake.com>
- Page 4** Preparing for a Virtual Interview video: https://www.youtube.com/watch?v=WlYo5-ANYMo&feature=emb_logo
Big Interview <https://lemoynealumni.biginterview.com/>
- Page 5** Business Professional Attire vs. Business Casual Attire: <https://www.thebalancecareers.com/business-casual-attire-2061335#:~:text=Women%20can%20usually%20wear%20a,shoes%20in%20a%20neutral%20color>
- Page 13** What to Wear to an Interview video: <https://youtu.be/X4c5VO0mTWE>
Business Professional Attire vs. Business Casual Attire: <https://www.thebalancecareers.com/business-casual-attire-2061335#:~:text=Women%20can%20usually%20wear%20a,shoes%20in%20a%20neutral%20color>
Gender Inclusive Professional Dress Guidelines: <https://community.nacweb.org/blogs/melena-postolowski/2017/10/10/gender-inclusive-professional-dress-guidelines>