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INTERVIEWING GUIDE

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Ten Steps to Planning an Effective Information Interview

The information interview is a low-key situation in which you contact people who have the knowledge you seek about a field or who make hiring decisions. The interview can be used to research companies and positions, and to develop possible contact persons and job leads.

Preparation is the key to conducting a successful information interview. The steps listed below will help you arrange an appointment and plan an effective interview.

1. Identify an appropriate organization and contact person within the organization.
2. Prepare or review your resume.
3. Determine whether you want to arrange the interview in person or over the phone.
4. If you are arranging an interview by phone and are uncertain about how to do so, refer to the telephone prompter on the next page.
5. When you are ready to place your call, make sure there are no distractions. Call from a quiet room, not a pay phone.
6. If you are scheduling an interview in person, make certain you are dressed appropriately and act professionally.
7. Arrange the interview at a time that is convenient to your contact person. Be flexible in scheduling the appointment.
8. Read up on your field of interest.
9. Prepare a list of relevant questions to use at the interview.
10. Get a good night's sleep before the interview, and RELAX. Since you are seeking information and not a job, the interview is yours to control.

Where to Find Potential Information Interviewees

• Friends of your parents	• Employment directories
• Speakers at conferences, student group meetings, graduation ceremonies	• Friend working for a company in which you're interested
• Classroom guest speakers	• Alumni
• Newspaper, magazine articles	• Faculty contacts
• Trade journals	• Career Planning and Placement
• Company literature: annual reports, brochures, etc.	

Information Interview Questions

Below are some questions appropriate for use in an information interview. Alter the list according to your information needs. There is space for additional questions on the next page. These questions will form the basis for your interview so it is advisable to bring the list with you to the appointment. Doing this will increase the efficiency and confidence with which you conduct the interview. Remember: This is not a job interview, so you can bring up salary and other topics you normally should not ask about. Also, note taking in an information interview is encouraged.

1. How did you get your start in this career?
2. What is a typical workday like?
3. Do the duties change at any time, i.e., each week, month or season?
4. How long is your typical workweek?
5. Is overtime required? Allowed?
6. How did you prepare for entry into this field? What specific training or degree did you obtain?
7. Where is the best place to get appropriate education, training or experience?
8. What is the entry-level salary range for your field? What is the salary range for higher levels?
9. What are the opportunities for advancement within this field? This company?
10. What skills are most important for your kind of work?
11. My strongest skills are Do people in your field have skills similar to mine? What are their job titles?
12. What rewards do you get from your work?
13. What are the frustrations of your work?
14. Are there good sources of information on this company, industry or field that you could recommend?
15. What personal advice would you give a person entering this field?
16. Can you give me the names of other people who might provide me with information or who might be helpful? May I use your name?

ASK YOUR OWN QUESTIONS!

Telephone Prompter

Before you call someone to set up an information interview, practice what you will say. This step in your preparation will allow you to be more relaxed when you place your call and increase the likelihood that you will get an appointment. Use the format shown below or develop one of your own, but don't neglect this step. Even the most secure speaker needs some practice.

Hello (Mr., Mrs., Ms.)_____. My name is _____. * _____ suggested I give you a call regarding information on _____. I'm not looking for a job. I'd just like some information on this field. I'm thinking of (a career change, entering this field, etc.) and would like to speak with you for a short time. I realize you are very busy, but perhaps we could have coffee or meet for lunch--whatever is convenient for you...

*If no one referred you to this person, explain how you got his or her name. For example, you might say, "I read an article about you in..." or "You were the speaker at a convention I attended."

There will be times that you are turned down when you request an appointment to speak with a potential contact. Don't take the refusal personally, and don't get discouraged. Use any refusal as a learning tool. Go back over the conversation to see if you can improve your preparation, strategy or presentation. Then try the next name on your list. In the long run you will have plenty of favorable replies.

The Follow-Up

The information interview doesn't end when you say goodbye. To make the most of what you learned you will need to follow up on names, places, and resources mentioned during the interview.

- Review your notes
- Contact your new leads
- Read suggested material
- Send a thank-you note
- Send your resume, if appropriate
- Arrange another meeting in the future, if appropriate
- If you find an interesting and applicable item (announcement, newspaper article, etc.), send it to your contact.
- Report back to your contact regarding any leads given during the interview. Relate what happened and express your appreciation again.

Interview Attire

First impressions are crucial in an interview. The clothes you wear, your hairstyle, your gestures, everything a recruiter sees before you open your mouth to say hello make your first impression. Some people believe the first thirty seconds of an interview determine your success or failure.

If you haven't bought your suit yet and aren't sure what to buy, get a knowledgeable friend or salesperson to help you choose a dependable, multi-season, conservatively styled business outfit. Avoid salespersons who encourage you to select the "latest styles." You don't want the latest style. You want a professional looking garment that says "smart," not "trendy." Since interviews are largely a sitting down activity, be sure to sit in front of a mirror before making your final decision to purchase. If the jacket pooches or pinches, if the skirt or pants ride up, it's not a good choice.

How many suits do you need for an interview? Probably just one. You can vary the look of a classically tailored suit by changing the blouse or shirt, tie or jewelry. Purchase the best suit you can afford and be aware that you will have to regularly have it cleaned and pressed. Your blouse or shirt, of course, must be absolutely clean and wrinkle-free. For men, white, starched shirts are better than colors.

Recruiters don't expect that you will have a large career wardrobe, so don't feel at a disadvantage if you have to wear the same suit to more than one interview with the same employer. It's not that important to them and it shouldn't be to you either. Just shop until you find a suit that you know looks good, fits well, is made well, and that you won't get incredibly bored with if you have to wear it every day for a week during the recruiting season.

Unfortunately, there's more to "suiting up" for an interview than just wearing a suit.

Think about these suggestions as you get ready to interview...

Your hair That great style that looks so nice in your college costumes may not work with a suit. Trim those ragged edges! Tame those tresses! Get that hair out of your eyes and off your collar! You don't have to choose a "do" out of the Nancy and Ronald Reagan Guide to Swell Hairstyles - but you do need to help the recruiter focus his or her attention on you and what you are saying rather than your college-kid hairstyle. Women - leave the pretty bows at home. If you need a big barrette for a pulled back style, choose a simple design in metal or tortoise shell. Men - melt down those spikes!

Your shoes Shine 'em!

Men - if you're buying a new pair, wing-tip shoes (shoes that need to be laced) are more professional looking than slip-ons and loafers.

Women - if you aren't use to walking in heels,

- (a) scuff up the soles so you won't slip as easily on a smooth surface,
- (b) wear your sneakers to class and change when you get to your interview,
- (c) don't choose a heel-height that makes you feel like you're dressed up in mommy's shoes, and
- (d) practice, practice, practice.

Your fragrance If you insist on being aromatic, at least don't wallow in it! A very light touch is all you need. Too many people are either allergic to or turned off by one scent or another, and your recruiter is sure to be one of those people. Hair style potions are often heavily scented as well, so heavy mix 'n match use of fragrances may leave your recruiter gasping for breath.

Your socks/stockings No white socks or stockings, please, unless you are applying for a job in the health, medical, or nursing field. Dark socks for men; natural color or dark stockings the women (a stocking color that is vastly different from your own skin color is a mistake).

Your accessories Nothing that jangles. Nothing that clangs. Nothing that dazzles, shimmers, or attracts more attention than you do. If you're wearing more than three types of jewelry, it's too much.

Should a man wear an earring? Perhaps. But if he does he should know that most recruiters (male and female) will feel that, like hand-painted ties and pinky rings, an earring doesn't fit the company image and that he'll have to be a dynamite candidate to get past the "earring thing." It's best to interview without it.

Should a woman wear her engagement ring? Sure. If a recruiter raises a question about a candidate's marital status, that recruiter is almost certainly asking an illegal question. The candidate is free to ask if marital status is one of the criteria for considerations of an applicant. That usually gets the subject back on course. On the other hand, if your shiny new diamond solitaire makes you feel a little self-conscious, or if you don't want your impending wedding to be an issue in the recruiter's mind, leave it at home.

Carry a good pen. If you do need to write something down, a nice looking pen will make a better impression than your chewed up BIC.

If you carry a portfolio, briefcase, purse, or other type of "tote," it should look as tidy and professional as the rest of your outfit. Avoid oversized purses and briefcases. Women, on the day of the interview, try not to carry a purse at all, that way it doesn't get in the way and you're ready for that all important handshake. Remember you need to carry an extra copy of your resume, perhaps a copy of your transcript, and your own reference list to an interview. You probably won't need them in a first interview situation, but it's best to carry them anyway.

If you're interviewing between classes and have to carry a bookbag, try to leave it where a receptionist can keep an eye on it so you don't have to lug it into one of the little interviewing cubicles. Don't leave your stuff out in the hall so some enterprising thief can make off with it. Just carry it into the room and set it out of the way. It's not like the recruiter doesn't know that in real life that you're a student and have to carry books around.

Other factors that contribute to your "look"

Makeup: Do we really need to cover this? Keep it simple, conservative, natural, and professional.

Fingernails and hands: Clean and tidy, of course. More important, nothing "noteworthy," as in, "Did you see the nails on that last candidate?!"

Glasses: Dirty, greasy eyeglasses are icky, especially in a situation where eye contact is so important! Make sure they're clean.

Personal hygiene: There are some things even your best friends won't tell you, so keep your favorite breath mints handy. Stock up on deodorant, toothpaste, mouthwash, and soap...and use them. Consider it an investment in self-confidence. Carry a cotton handkerchief for sweaty foreheads, palms, or emergencies.

The mirror tells all. Before your interview, take a good look at yourself from head to toe and give that face close scrutiny. Everything just as it should be? Great!

(Adapted from a handout created by Jean Callary, Recruiting Coordinator, Northern Illinois University - 9/92)

Information to Have on the Employer

1. Relative size of the company in the industry
2. Potential growth for the industry
3. Percent of annual sales growth the last five years
4. Array of product line or services
5. Potential new markets, products, or services
6. Various price points in the product or service line
7. Who is competition?
8. Age of top management
9. Organization structure by product line, functional, etc.
10. Geographical locations
11. Number of plants, stores, or sales outlets
12. Short-term profit picture
13. Structured or unstructured training
14. Average time in non-management assignment
15. Recent items in the news
16. Structure of assets
17. Relocation policies
18. Percent of annual growth in earnings per share
19. Present price of stock
20. People you know in the firm
21. Formal versus on-the-job training
22. Typical career path in your field
23. Location of home office
24. Name of recruiter
25. How long in business

Reference materials, including annual reports, are available in the Career Services Center. Much of the above information can be found in: Moody's Corporate Manuals, Standard and Poor's Register, College Placement Council Annual, and Dun and Bradstreet: Million Dollar Directory.

Questions Asked by Employers on First and Second Interviews

1. Why should I hire you?
2. What are your greatest strengths and weaknesses?
3. How would you describe yourself?
4. Tell me about yourself.
5. How do you think a friend or professor who knows you well would describe you?
6. What motivates you to put forth your greatest effort?
7. How do you determine or evaluate success?
8. In what ways do you think you can make a contribution to our company?
9. What two or three accomplishments have given you the most satisfaction? Why?
10. What major problem have you encountered and how did you deal with it?
11. What have you learned from your mistakes?
12. How has your college experience prepared you for a career in ___?
13. Describe your most rewarding college experience.
14. Why did you select Arkansas State University?
15. What led you to choose your major?
16. Which college subjects did you like best? Least? Why?
17. If you could do it all over again, would you plan your academic study differently? Why?
18. What are the strengths and weaknesses of your college or university?
19. Do you have plans for continued study? An advanced degree?
20. What is your GPA, and do you think it is a good indication of your academic achievement?
21. What have you learned from participation in extracurricular activities?
22. What are your long and short-range career goals? Why did you establish these goals and how are you preparing yourself to achieve them?
23. What non-career goals have you established for yourself for the next ten years?
24. What do you see yourself doing five years from now?
25. What are the most important rewards you expect from your career?

26. What do you expect to be earning in five years?
27. What qualifications or qualities should a successful person in your career field possess?
28. Describe the relationship that should exist between a supervisor and subordinates.
29. In what kind of work environment are you most comfortable?
30. How do you work under pressure?
31. Describe the ideal job for you following graduation.
32. What influenced you to seek an interview or position with this company?
33. What do you know about our company?
34. What two or three things are most important to you in a job?
35. What in your employment history will help you if you are employed by our company?
36. Are you hoping to find employment in a company of a certain size? Why?
37. What criteria are you using to evaluate the company for which you hope to work?
38. Do you have a geographical preference? Why?
39. Are you willing to relocate? Does relocation bother you?
40. How much on-the-job travel would you be willing to do?
41. Are you willing to spend at least six months (or a year, or eighteen months) as a trainee?
42. Why do you think you might like to live in (the city or town) where our company is located?
43. How do you think you have failed as a leader?
44. How do you motivate team members when you are not the leader?
45. What skills make someone a good communicator? Which of these skills do you lack?

Questions Asked by Applicants on a First Interview

1. What would a normal working day be like in this position?
2. What would be my initial duties and responsibilities? (Or, What are the specific functions...?)
3. What are some of the critical issues encountered by the most recent individual holding this position?
4. Is this position more analytical or people-oriented?
5. Please explain the training process?
Are employees rotated through critical areas during this period?
Can I progress at my own pace or is it a structured training program?
6. How many entry-level positions do you normally fill each year?
How many people hired for these entry-level positions last year are still with the company? Where are they and what positions do they currently hold?
7. How much travel is normally expected?
Is a car or expense account provided?
8. How will my performance be evaluated and by whom?
9. What criteria will be used to determine promotion and increased responsibilities?
10. Will I be expected to resolve all issues independently, or will there be opportunity to consult with others?
11. How did you get to the position you are currently holding?
12. How would you differentiate your company from your major competitors?
13. What are the present dynamics affecting your organization (economy, politics, globalism)?
14. Will there be opportunities for advancement?
How soon could I expect to be allowed to request for advancement to the next level?
15. How would you rate this organization on the following criteria -
opportunity for advancement, work environment, job security?
16. When will you be making your selection decision and on what date will the person be expected to begin working?
17. May I have one of your business cards?

Questions Asked by Applicants on a Second Interview

1. Is there a training period?
How long is it?
Where will it take place?
2. Are there opportunities to transfer between functional areas of the company?
3. How do the department functions relate to the goals of the entire organization?
4. How much contact is there with upper management?
5. What is the working relationship between labor and management?
6. How much decision-making authority is given after one year?
7. What is the chain of command?
8. What do you consider to be the major problems facing the industry today?
What has this company done to "deal with" those problems and what do you expect to do in the future?
9. Assuming that I do a good job for you, where would you expect me to be in 3-5 years?
10. Are any night courses recommended for new employees?
Does this company provide any education benefits?
11. Do employees normally work many hours of overtime?
12. To whom will I report, and will that person also evaluate my performance?
13. How often are performance reviews given?
What format is used?
14. How frequently are professional employees relocated?
How much input does the person have?
15. What is the cost of living in xyz and how is that reflected in the housing market and salary?
16. Is public transportation available?
17. What cultural activities or social events are available in the area?
18. When will you be making your final decision and selecting a candidate for this position?

May I have one of your business cards and call you later to determine your decision?

Typical Reimbursement Policies for Second Interviews

Some of you will receive invitations for second visits with companies which you previously had a campus or first interview. The following guidelines have been developed to answer some of the questions you may have about reimbursement policies:

1. Employers generally expect to reimburse candidates for reasonable travel expenses in the same manner that they reimburse their employees for similar expenses.
2. Candidates are expected to take the most inexpensive means of transportation to the site of an interview. Personal automobiles and trains should be considered as alternatives to air travel (if feasible).
3. Meal expenses should be reasonable. Room service and expensive restaurants should be avoided when possible.
4. Entertainment expenses such as movies in the room, magazines, etc., generally are not considered eligible for reimbursement.
5. When a candidate is visiting more than one prospective employer on a single trip, it is expected that expenses will be split equally by the organizations being visited.

Expense reimbursement policies and procedures vary from organization to organization.

When you have questions about expenses to be reimbursed, clarify those questions before the visit and second interview.

Demonstrate your good business and common sense by keeping careful records, documented with receipts, of all your expenses. A second interview is no time to present a careless attitude about the organization's money or procedures!

Telephone Interviewing

How Telephone Interviews Are Used by Organizations

The "screening call" from *Human Resources* --

Quite often, the H/R department needs to learn more about you for the purposes of sending your credentials (with their notes) down to the right manager who has the open position. Although they most frequently make these initial contacts quite unassuming, in all likelihood this H/R person is trying to "short list" a big stack of prospects.

The "Ad Response" from a *hiring manager*--

When a manager with an open position runs an ad, which might receive as many as a couple of hundred responses, they often have to run brief telephone interviews on the top ten or more resumes. Quite frequently, they'll just pick up the phone and conduct these sessions -- most lasting 10-15 minutes -- at their convenience.

The "In-depth" *telephone interview*--

Generally, once a prospect has been proven to be of potential interest to a company, either already screened by the H/R department or by a recruiter, the hiring manager will want to conduct a more intensive session dealing with the past experience and skills of the applicant in comparison to the job requirements.

The "recruiter *interview*"--

After being recruited for a position, or after presenting your credentials to a recruiting firm, you will have a telephone conversation in detail with this outside consultant. It can be specific to a given project or allow you an opportunity to go into your aspirations and goals for your career in general. Most recruiting companies, due to the sheer number of resumes they review each week, will wait until a project looms before conducting an in-depth interview.

The "committee telephone *interview*"--

Sometimes several hiring managers will decide to get together on the interviewing process, so that they can share their conclusions afterwards. This rarely happens when the company is still early in the process, and most often when there are just too many qualified applicants for the face-to-face round. Once again, the goal is to disqualify.

I. Why are telephone interviews used?

Employers use the telephone to interview potential employees when:

1. They want to screen and/or evaluate candidates they have not seen in person.
2. A student attends a school that is not on a recruiter's campus schedule.
3. A mutually convenient interview time cannot be arranged between the recruiter and the student.

4. A recruiter wants to follow-up on questions he/she may have forgotten to ask, or if he/she wants to invite a student for a site visit.

II. How to prepare for telephone interviews:

1. First, recognize that once you have sent out a resume, letter of application, or applied for a job, you are officially in the job market.
2. Usually you will have no advance warning before you receive such a call.
3. Employers know students are often in class or working during normal business hours. As a result, calls may come as early as 6:45 a.m., as late as 9:00 or 10:00 p.m. or on weekends.
4. Things to keep by the phone for ready access:
 - A. Blank paper and a writing instrument (if necessary, secure them with string or tape so they won't be borrowed by others).
 - B. A copy of your resume and cover letters you have recently sent out. These can be put in folders or a notebook and arranged alphabetically for easy access.
 - C. An appointment book, copy of your class schedule, or a record of current time commitments.
5. Inform others of your plans
 - A. Be sure everyone who answers your telephone understands you may receive an important employment-related call at any time.
 - B. If you go out, leave word when you will return or where and how to reach you.
 - C. Be careful to prevent "rude roommates, forgetful message takers, little ones who garble messages, and proud parents who brag shamelessly."
 - D. If you have an unattended phone, answering machines are a good investment (but keep the message professional - brief and to-the-point.)

III. When the call comes:

1. Pay attention to how you answer the phone. Avoid the "yea" or "Joe's Pizza Palace." A simple "hello" is the best bet.
2. Immediately express your pleasure when the caller states his/her company affiliation. However, don't react as if you have just won the million-dollar lottery.
3. Assess the environment around you. If there are distracting background noises, ask permission to leave the line while you close the door, turn off the stereo, or

inform others present you have an important call.

4. What should you do if the call comes at an impossible time? Tell the caller that although you are eager to talk, you cannot speak freely at that moment. Ask if you can call back in a few minutes. Write down the person's name and phone number. Then return the call promptly.

IV. Ending the call:

1. At the conclusion of a telephone interview, the caller will explain what you should expect to happen next (e.g., follow-up meeting, a letter, etc.). If he/she doesn't, politely ask what the next step will be.
2. Express your interest in working for the organization.
3. Offer to send extra copies of your resume, transcripts, references or other materials that might be helpful.
4. Be sure to thank the person for calling you.
5. Before the interviewer hangs up, be sure you have:
the caller's: full name
job title
address and zip code
phone number

If you didn't catch the caller's name at the beginning of the call, ask how to spell the name correctly.

6. Write a thank-you letter for the phone interview and refer to topics that were discussed.

V. Things to remember:

1. Over the phone, the caller's impression of you is based solely on your responses to his/her questions and your tone of voice. Be enthusiastic!
2. Good grammar makes a positive impression while slang usually does not. Avoid "fillers" such as "you know," "uh," "like," etc.
3. Don't chew gum, sip a drink, eat or smoke.
4. Listen closely to everything the caller says. Be certain the question has been completed before you begin answering.
5. Remember the questions you want answered and be sure to take notes.
6. Practice by having a friend or neighbor interview you on the phone. A tape recorder may be a useful tool in helping you to polish your telephone skills.

SOURCE: Upside, Margaret. "Winning Strategies for Telephone Interviews," Graduate Engineer, January 1984, p. 12-15.

Eight Tips to Help You Improve Your Odds

Is there anything that can be done to make the process, if not more pleasant, at least more productive?

Something that you can do to achieve a higher percentage of success during the process? Remember that this process is the same as a normal interview, except in hyper speed -- and without the element of "in person" communication. Here are some ideas to review prior to the interview which will help you sharpen your telephone interview skills:

- 1) Remember that the person on the other end of the phone may be just as uncomfortable as you are. Concentrate less on your feelings of inadequacy and more on how to make the other person feel at ease. Most people do not like the telephone interview process -- remember that it works both ways.
- 2) Smile over the phone. Believe it or not, smiling while you are talking will actually help you sound more "friendly" and open. Many telephone marketing offices have a mirror on each desk so that their people can always keep this in mind!
- 3) During the telephone interview, you are judged by the same criteria used in an in-person interview, i.e.: self-confidence. Self-confidence is judged differently by phone than in-person (where eye contact, for example, can be an excellent barometer). Instead, you'll be judged by a much more subtle set of factors -- the sound of your voice, your level of friendliness and enthusiasm, etc.
- 4) The ability to speak succinctly about your past experiences and accomplishments will be critical. Many technical professionals launch into long, drawn-out answers to telephone interview questions. Because they do not have the sense of sight working for them, they are quite unable to tell if the person on the other line has gone to sleep!
- 5) Many people find that the most uncomfortable scenario in a telephone interview is the occasional "dead air" of silence during the conversation. Do you have a list of questions prepared about the company and the opportunity that you can refer to when caught in one of those dead spots? Although good communication seems to be up to both of you, typically that dead air will be your responsibility to fill.
- 6) Although you are always judged on your ability to listen well, nowhere in the recruiting process do listening skills become more important than in the telephone interview. You'll find that your nerves will sometimes make this very difficult. I suggest that you close off all thoughts about whatever is going on around you and concentrate on the words and voice of the interviewer.
- 7) It should be remembered that since so much of your success in this situation is determined by your comfort in the surroundings you are in during the call, make certain that you get yourself situated properly. Perhaps it is by suggesting a time for the call that is after the kids have gone to bed. Or, if the caller takes you by surprise, ask for five minutes to get organized and get a phone number to call them back.
- 8) Don't ever talk about issues related to potential compensation, company benefits, problems at your current employer, etc., when in the throes of an initial phone interview. This is solid advice for any first-interview situation. It always amazes me when an experienced veteran launches into a diatribe about bad management at their company, or asks the infamous line "What's the job pay?"

Dealing With Improper/Illegal Questions

Improper and illegal interview questions are those that do not pertain to the nature of the job, or to the applicant's ability to perform that job, or those which are not asked of every candidate. Due to Affirmative Action and Equal Employment Opportunity legislation, the American's with Disabilities Act, and the Civil Rights Act of 1991, most recruiters now know what they can ask candidates and what they cannot. However, **if you are confronted with a question you think unreasonable, it is best to deal with the underlying issue (i.e., why it was asked) rather than become defensive or hostile.** Now is the time to use your analytical skills and ability to think logically in a stressful situation!

Always report any behavior or line of questioning you believe to be improper on the part of an on-campus recruiter to a staff member in Career Services Center. As an Affirmative Action/Equal Employment Opportunity Employer, Arkansas State University expects all employers recruiting on campus to comply with current employment legislation. For more direction, study the chart below which illustrates the ways employers should and should not inquire.

Improper Illegal Inquiries

Employers want to know about you:

Legal Inquiries

Employers want to know about you:

NATIONAL ORIGIN

Are you a U.S. citizen?

Where were you born?

What country is your family from?

Are you legally entitled to be employed in the U.S. not including time for practical training?

What languages do you read or speak or write fluently?

What is your native tongue? (only if related to job requirements)

AGE

How old are you?

What is your date of birth?

Are you 18 years old or older? (or whatever age is required to work in the particular job for which you're interviewing)

MARITAL AND FAMILY STATUS

What is your marital status?

How many children do you have?

What child care arrangements have you made?

Are you pregnant or planning children?

Travel is an important part of the job for which you are interviewing. Would you be able and willing to travel as needed by the job?

Would you be willing to relocate if necessary?

ORGANIZATIONS

List any clubs or social organizations to which you belong.

Do you belong to any professional organizations that you consider relevant to your ability to perform this job?

HANDICAPS/DISABILITIES

Do you have any handicaps or disabilities?

Based on a description of the available position, are you able to perform the job duties as described? If you are not, what accommodations could be made to assist you?

Are you classified disabled? Or ever been?

Please complete the following medical history.

Are you willing to undergo a pre-employment physical exam and/or drug test? (Only if all candidates are required to undergo the same tests.)

Have you had any recent or past illnesses or Operations?

What was the date of your last physical exam?

Do you understand that any offer of employment is conditional based on the results of a pre-employment exam or drug test?

How is your family's health?

General inquiries that would elicit information about handicaps or health conditions that do not relate to the job.

The results of such (pre-employment physical) job exam will be kept strictly confidential, except that: (1) Medical/safety personnel may be informed if emergency medical treatment is required, and (2) Supervisors and managers may be informed regarding any necessary accommodations that may be made to your job duties because of the results of the medical exam.

Have you ever claimed Workman's Compensation?

ARREST RECORD

Have you ever been arrested?

Have you ever been convicted of _____? (a crime reasonably related to the performance of the job in question.)

PERSONAL

What is your sex?

Are you able to lift and carry x lbs. for x yards, as that's a requirement of the job to which you're interviewing?

What is your height and weight?

MILITARY

If you were in the military, were you honorably discharged?

In what branch of the Armed Forces did you serve?

What type of training/education did you receive in the military?

RELIGION

What religion are you?

Religious inquiries only, or inquiries about social conduct, can be asked by institutions who are themselves religious and require ALL employees to hold to a prescribed code of conduct [their tenets of faith]. In other words, religious institutions CAN DISCRIMINATE based upon religion ONLY, but ALL other employment laws apply to these institutions.

What church/temple/synagogue/mosque do you attend?

Thank You Letter

Street Address
City, STATE, Zip

Today's Date

Mr./Ms. Recruiter
Title
Company
Street Address
City, ST Zip

Dear Mr./Ms. Recruiter:

Your opening paragraph should thank the interviewer for his/her time without apologizing for taking that time. Mention the interview date and place to refresh the interviewer's memory.

In the second paragraph, emphasize one or two of your strengths that are particularly relevant to the job. State any information that you may have forgotten to bring up in the interview and address any issues that you feel need further clarification.

Close the letter by restating your interest in the company. This lets the interviewer know you are genuinely interested in a position with his/her firm.

Sincerely,

Your Name

Apology Letter After Missing an Interview

Your street address
City, State Zip

Today's Date

Ms./Mr. Employer Representative
Representative's Job Title
NAME OF EMPLOYER
Street Address
City, State Zip

Dear Ms./Mr. Representative:

Begin with an apology for missing the scheduled interview and the resulting inconvenience. Include the date, time and place (Arkansas State University) of the scheduled interview.

(Optional) Offer a brief explanation for missing the interview, but don't overdo it.

If you do not wish to pursue an interview with the employer, conclude with thanks for his/her time and consideration. You may or may not want to add that you have accepted other employment, that you are pursuing a different line of work, that you hope to relocate to another area, or some other reason that you may have for not seeking an interview.

If you do hope to schedule an interview with the employer, express your continued interest in the job and the company and your eagerness to reschedule the interview. You may want to suggest a date or two that would be convenient for you to interview at their company site or leave it open with an offer to meet with them at their convenience. Include with your letter another copy of your resume. Conclude with thanks for the representative's time and consideration.

Sincerely,

Your Name

Enc.: Resume

Apology Letter Sample

Your street address
City, State Zip

Today's Date

Claire Smith, Recruiter
XYZ Company
1000 South Street
Albany, NY 10001

Dear Ms. Smith:

Please accept my apology for not meeting you for the scheduled interview in Career Services on Tuesday, March 17, 199X.

Second line is either:

An excuse: I had a flat tire on the way to the interview and was unable to get to a phone until it was too late.

Or

No excuse: There is no excuse for my not being there or at least getting word to you. I had the appointment written on my calendar and simply got my days confused. I was really looking forward to talking with you.

Third line:

Please forgive me. I am anxious for another chance to interview with XYZ Company and, with your permission, will arrange a meeting at your convenience. I won't let you down this time.

Sincerely,

Your name

Education Professionals: Questions Administrators Ask Teachers

1. Why do you want to teach?
2. What is your philosophy of education?
3. What kind of student do you most (least) like to work with?
4. Describe your style of teaching.
5. Would you like to be involved in school (community) activities?
6. What do you plan to be doing in five years? What are your career goals?
7. Describe your student teaching experiences.
8. What was your biggest problem in student teaching? How did you resolve it?
9. How would your students describe you as a teacher?
10. How do you individualize your teaching?
11. How do you feel that the "rapid" learner should be provided for in your area of teaching?
12. What are the greatest attributes you can bring to a class of students?
13. What are the qualities of an excellent teacher? Which of these qualities do you possess?
14. Some students always finish their assignments early. How would you deal with their free time?
15. How would you work with students below grade level? From low socio-economic backgrounds?
16. What grade level do you prefer? Why?
17. How would you use teacher aides and parent volunteers?
18. Are parent/teacher conferences importance? Why or why not?
19. Why do you want to work in our school district?
20. What do you know about our school district?
21. Why should our school district hire you?
22. Describe the ideal classroom.
23. How do you relate with minority students in the classroom?
24. A student is consistently late to your class. How do you handle the situation?
25. What would you do or how would you treat a student who refused to do the work you assigned?
26. How would you handle a student who continually acted up in class?
27. How and when do you discipline a student?
28. How should a student's educational achievement and progress be measured?
29. You know a staff member has been talking behind your back about what he or she sees as your ineffective teaching methods. What do you do?
30. What do you expect from your supervisor?

Questions Teachers Ask Administrators

1. What is the teacher to student ratio in your district?
2. Do you encourage teachers to obtain advanced degrees?
3. How many classes a day will I be expected to teach?
4. Do you have teachers serving in areas for which they do not have full certification?
5. What discipline procedures are used by the district?
6. Do parents support the schools? Does the community?
7. What support staff members are available to help students and teachers?
8. What allowances are provided for supplies and materials?
9. Does the administration encourage field trips for students?
10. How are teachers assigned to extracurricular activities? Is compensation provided?
11. Does the district have a statement of educational philosophy or mission?
12. What are the prospects for future growth in this community and its schools?
13. Tell me about the students who attend your district?
14. What textbooks does the district use in this subject area?
15. Do teachers participate in curriculum review and change?