

Business Etiquette and Professionalism

Lesson 2 - Interview Etiquette

WORKBOOK

Lesson 02 – Interview Etiquette Overview

- Types of Interviews
- On the Phone
- Employment Test
- Planning for the Interview
- In the Waiting Room
- During the Interview
- After the Interview
- Job Fair Interviews

Types of Interviews

1. One-on-one interviews
2. Panel interviews
3. Telephone interviews
4. Employment tests

On the Phone

- Speak clearly and professionally
- Focus and avoid multitasking
- Ask questions
- Take notes
- Ask for a face-to-face interview

[illegible]

Employment Tests

- Be prepared
- Avoid distractions
- Be calm
- Arrive early if it is at a testing facility
- Be ethical and honest about skills

Planning for the Interview

- Research the company
- Review your resume
- Get your references together
- Prepare your portfolio or work samples
- Prepare a list of questions
- Plan what to wear

In the Waiting Room

- Arrive early
- Best manners
- Patience
- Turn off electronics



During the Interview

- Dry palms
- Specific answers
- Always be positive about past employers and coworkers
- Avoid pitfalls
- Be mind-full of your body language
- Ask questions
- Listen carefully

After the Interview

- Send a thank-you note
- Talk with your family
- Don't get discouraged
- Use it as a learning experience
- Respond to any offer immediately

Job Fair Interviews

- Homework
- Dress
- Handshake, eye contact, a smile and your 60-second promo
- Ask for a card
- Professional résumé
- Easy on the freebies
- Don't drop and run
- Follow up



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Questions and Answers

Review Questions:

1. How many types of interviews are there?
 - A. Three
 - B. Four
 - C. Two
 - D. Six
2. True or False: It is acceptable to multitask when on the telephone with an interviewer.
 - A. True
 - B. False
3. When in the waiting room, which is unacceptable?
 - A. Showing your best manners
 - B. Speaking politely to the receptionist
 - C. Practicing patience
 - D. Using your mobile phone
4. What is the first thing that should be done as a follow-up to an interview?
 - A. Send a thank you note
 - B. Talk with your family
 - C. Don't get discouraged
 - D. Use it as a learning experience
5. True or False: In the interview, it is acceptable to share negative information about past employers.
 - A. True
 - B. False

Answer Key:

1. B

There are four types of interviews including: one-on-one interviews, panel interviews, telephone interviews and employment tests.

2. B

False. Multitasking while on the phone with an interviewer can cause you to lose focus and you may miss important information being shared or asked.

3. D

Using your mobile phone in the waiting room before an interview is poor etiquette. It can also demonstrate lack of discipline. Turn off your mobile phone and all electronic devices while waiting for an interview.

4. A

The first thing you should do as a follow-up to an interview is to send a thank you note. It is a good idea to have one ready to complete immediately following an interview while information is fresh in your mind about the interview and hiring manager.

5. B

False. During an interview, you should always be positive about past employers and coworkers.