

**The Career Center  
Loyola University Maryland**



**INTERVIEWING FOR SUCCESS  
PART I**

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**For a copy of this handout, click on “Resume, Cover Letter, and Interview Tips” under Quick Links on The Career Center homepage.**

## HELPFUL TIPS FOR ANY EMPLOYMENT INTERVIEW

- ▲ Be sure of the time, date, and place of the interview. Arrive at least 10 to 15 minutes early.
- ▲ Dress professionally (See pages 2 and 3).
- ▲ Research the potential employer prior to your interview. Visit the company's website, read company literature, such as annual reports and recruitment brochures and use other online resources. **DON'T WAIT UNTIL THE DAY OF THE INTERVIEW TO DO THIS!!!**
- ▲ Ask questions about the company or the job. Prepare at least two or three questions that you would like to have answered. You will be asked if you have any questions so be prepared to ask some to demonstrate your interest in the position.
- ▲ Be aware of your body language – maintain good eye contact, sit up straight, and have a firm handshake. (See pages 7 and 8 for more nonverbal tips).
- ▲ Be prepared to answer initial questions from the interviewer such as, “Tell me about yourself.”, “Why are you interested in our company?” or “Why do you want to work here?” (See pages 5 and 6 for more sample questions).
- ▲ Review the contents of your resume and application, as the interviewer will probably use this as a guideline for questions.
- ▲ Study your qualifications and abilities and arrange this knowledge in your mind so that you can present it clearly during the interview.
- ▲ Answer all the employer's questions accurately, honestly, frankly, and promptly. Speak with a feeling of confidence and enthusiasm. Do not bluff or exaggerate. Never brag. Use good grammar and avoid slang expressions such as uh, you know, and like.
- ▲ When asked, point out the value derived from training and past experiences which will carry over to the job you are seeking. **Emphasize** this. Give **examples** that demonstrate your answers.
- ▲ Be positive in all your answers. Even if a previous job experience did not work out as you would have liked, to your best to present it in a positive light. **Do not criticize** or “bad mouth” others including past employers, associates, faculty, or administrators. No one is interested in hiring a complainer or someone with a bad attitude.

The typical on-campus interview is 30 minutes long. HireLOYOLA, our web-based job/internship database, will have information regarding the length of the interview. The length of an off-campus interview accordingly. Be prepared for the fact that you may not be offered the job on the spot. Usually the employer will follow-up with you as to whether or not they are interested in you and what

the next steps will be. If an employer requests further information, be sure to follow up immediately.  
may vary, so be sure to plan

# Your Online Image—Make it Professional!

## How is your online image?

- Having a professional online image is vital in today's competitive environment. Employers search potential candidates for both INTERNSHIPS and JOBS to make initial interviewing decisions.
- Use caution when posting information on the Internet. Do not post anything online that you would not want a prospective boss to see.
- Google your name to determine your online presence. What kind of personal information do you have on the Internet? Have you posted something recently on Amazon? Facebook? YouTube? A blog? MySpace?
- Do you have negative content posted online, also called “digital dirt?” Examples of this could include: inappropriate photographs, content about drinking or doing drugs, a negative post about a professor or a previous boss, radical political views, and discriminatory comments.
- If you have negative “digital dirt,” and you cannot delete it, enhance it by creating new, positive, smart content. Employers are less likely to find your digital dirt if it is on page 10 of their Google search for you.

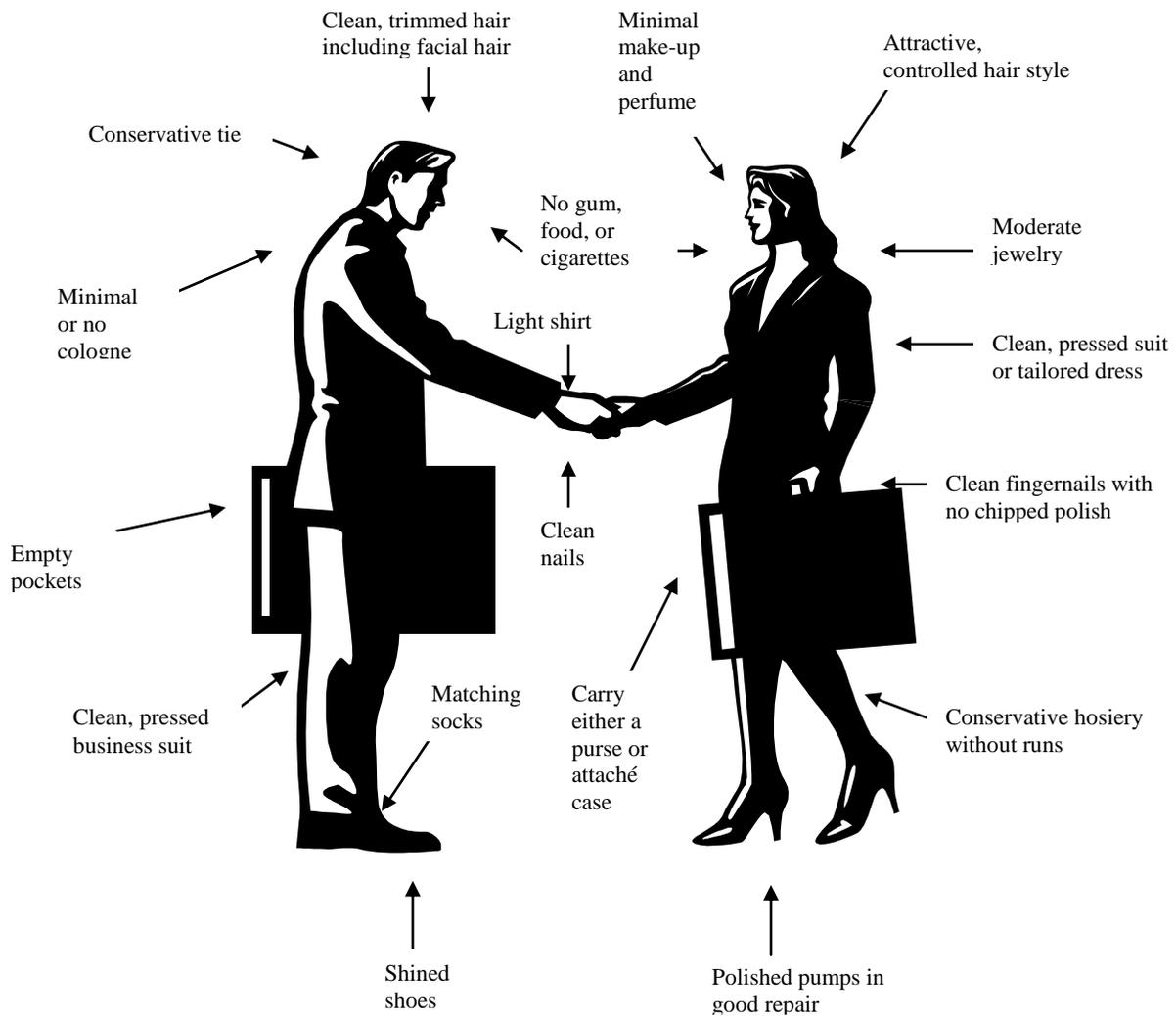


## Take the following steps to create professional online content:

- Set up a LinkedIn Profile by following this guide: <http://grads.linkedin.com>.
- Visit <http://learn.linkedin.com/students/> to learn more about using LinkedIn.
- Join LinkedIn groups such as The Career Center at Loyola University Group, Loyola Univ Maryland Alumni Group, or The Sellinger School. These are beneficial because you can join group discussions, monitor job postings, and have access to more networking contacts.
- Have a clean Facebook profile and set your privacy settings by following this guide: <http://www.allfacebook.com/2009/02/facebook-privacy>.
- Comment on a blog or forum in a positive, non-controversial way.
- Write product or book reviews on sites like Amazon.com or Overstock.com. Make sure they sound intelligent and well-communicated.
- Consider purchasing your own URL (\$1.99 per year) at GoDaddy.com.
- Set up a Twitter account and tweet intelligently. Visit our website for more information on Twitter.

# DRESSING FOR INTERVIEWS

TV advertisements often convey the slogan “Image is everything.” In job interviews, image is not “everything,” nonetheless **it is important**, because the way you dress contributes to your professional image. Creating the right appearance is one of many ways you prepare for the interview and each step makes a job offer more likely.



# DRESS FOR SUCCESS

“Nine out of ten of today’s employers will reject an unsuitably dressed applicant without a second thought.” Your outward appearance, your attitude, your confidence level, and your overall delivery are all affected by the clothes you wear. The respect you receive at the interview is in direct proportion to the respect your visual image earns for you before you have the chance to utter a word. If you wear clothes that are generally associated with leisure/social activities, you may be making the statement that you do not take your career seriously and therefore are not committed to your work. The correct image at the interview will give you the competitive edge. ***Your overall appearance and presentation may leave a more tangible impression than the words you say.***

## The Overall Look

The safest look for both men and women is traditional and conservative. Dress for a higher position than you are currently seeking. You will never be eliminated for dressing too conservatively!

### Men’s Attire

- \* Suit (navy, charcoal, dark gray)
- \* Long-sleeved dress shirt
- \* Pure silk tie (solid, stripe, or paisley) to complement suit
- \* Shoes, cleaned and polished
- \* Socks should complement suit
- \* Accessories (plain and simple): watches, bracelets, and necklaces. Belts to match or complement the shoes. Avoid fraternity rings and earrings.
- \* Hair should be freshly cleaned and well-groomed. Moustaches and beards should be neat and trimmed.

### Women’s Attire

- \* Suit skirt or dress that falls to the middle of just below the knee (charcoal, medium grey, black or navy blue)
- \* Blouse solid colors and natural fabrics
- \* Shoes should complement suit. Avoid high heels – stick to shorter heels.
- \* Stockings (neutral skin tones)
- \* Belts to match or complement shoes
- \* Don’t overdo on the jewelry. Necklaces, watches, rings and earrings should be simple and professional. A single wrist bracelet is acceptable.
- \* Makeup should be natural looking and subtle. Hair should be freshly cleaned and neatly styled.

## STAGES OF A TYPICAL INTERVIEW

### Stages

### Interviewer Looks For:

<p>1. Introduction: Small talk; “breaking the ice”</p>	<p>1. Firm handshake, eye contact, appearance and appropriate dress, ease in social situation, poise, and good manners.</p>
<p>2. Review of background, interests, &amp; experiences. Interviewer will refer to your resume - be prepared to explain &amp; discuss items on resume such as education, activities, &amp; interests.</p>	<p>2. Choice of school/major and reasons behind decision, course work, special achievements, skills, toughest problems, nature of experience, duties performed, level of responsibility, skills learned/improved during experience(s), interests, extracurricular activities, leadership experience (see next page for potential interview questions).</p>
<p>3. Discussion of employer’s opportunities: How would you fit in, career growth, interest in company, geographical preference, etc. Your questions concerning the company, position, industry (see list of questions suggested in this handout). RESEARCH the company, position and industry.</p>	<p>3. Knowledge of company &amp; industry - How do your background, skills, knowledge, &amp; experiences meet the needs of the company? Well thought-out questions reflecting career goals, personal questions/concerns you may have and interest in the company. *Do not ask questions about things already covered during the interview or available on company’s website, HireLOYOLA, or in company literature.*</p>
<p>4. Conclusion: Any additional information needed (application form, transcripts, references, etc.). Next steps the company will take: when will they contact you? Be sure to have the name and title of the interviewer. Request a business card and thank the interviewer. Follow-up with a thank-you letter within 24-48 hours.</p>	<p>4. Your interest in the position, as exhibited by the attention you pay to the next steps to be taken following the interview (e.g. second interview, company visit).</p>

## TYPICAL QUESTIONS ASKED DURING INTERVIEWS

1. Tell me about yourself.
2. What do you consider to be your greatest strengths or weaknesses?
3. Why did you select your college/university?
4. What led you to choose your field of major study?
5. What college subjects do you like best? The least? Why?
6. If you could do so, how would you plan your academic study differently? Why?
7. What changes would you make in your college/university? Why?
8. How do you plan to achieve your career goals?
9. What two or three accomplishments have given you the most satisfaction?
10. How do you work under pressure?
11. Why did you choose the career for which you are preparing?
12. How would you describe yourself? How do you think a friend or a professor who knows you well would describe you?
13. What motivates you to put forth your best effort?
14. How has your college experience prepared you for a career?
15. Why should I hire you?
16. What qualifications do you have that will make you successful in your career?
17. How do you determine or evaluate success?
18. What do you think it takes to be successful in a company like ours?
19. In what way do you think you can make a contribution to our company?
20. What qualities should a successful manager possess?
21. Describe the relationship that should exist between a supervisor and those reporting to him/her?
22. Describe your most rewarding college experience.
23. If you were hiring a graduate for this position what qualities would you look for?
24. What are your long and short range goals and objectives, when and why did you establish these goals, and how are you preparing yourself to achieve them?
25. What specific goals, other than those related to your occupation, have you established for yourself within the next 10 years?
26. What do you see yourself doing five years from now?
27. What do you really want to do in life?

28. Do you have plans for continued study? An advanced degree? (Be careful how you answer based on the position you are applying for.)
29. Do you think your grades are a good indication of your academic achievement?
30. What have you learned from participation in extra-curricular activities?
31. In what kind of work environment are you most comfortable?
32. In what part time/summer job/internship have you been most interested?
33. How would you describe the ideal job for you following graduation?
34. Why did you decide to seek a position with our company?
35. What do you know about our company?
36. What two or three things are most important to you in your job?
37. Are you seeking employment in a company of a certain size? Why?
38. What criteria are you using to evaluate the company for which you hope to work?
39. Do you have a geographical preference? Why?
40. Are you willing to relocate?
41. Are you willing to travel or work overtime?
42. Are you willing to spend at least six months as a trainee?
43. What major problem have you encountered and how did you deal with it?
44. What have you learned from your mistakes?
45. What do you like/dislike about your current (or last) job?
46. What do you feel our organization has to offer you?
47. What do you do in your spare time?
48. What are the most important rewards you expect in your career?

# NON-VERBAL COMMUNICATION

Of the messages we communicate, 80% are derived from non-verbal behavior. Some research has shown that interviewees who match the style of the interviewer are perceived positively. Be congruent/have similar positioning and posture to indicate rapport and relatedness. Non-verbal cues were rated favorably by interviewers in simulated interview situations.

## Some components of non-verbal behavior are:

- Facial expression & eye contact
- Bodily movements (e.g. hand gestures, head nods) & posture
- Tone of voice, pitch, loudness, & speed of speaking

## Physical attitudes conveyed by non-verbal communication:

Erect posture/forward lean	→	self-confidence, high energy and interest
Folded hands	→	calmness
Hands apart	→	relaxation, openness, acceptance
Eye contact	→	self-assurance, honesty, attention, & interest, and allows <i>you</i> to read facial expressions of the interviewer(s)
Head nods	→	attentiveness, interest, encouragement, agreement
Smiling	→	friendliness, agreeableness

## IT IS NOT ONLY WHAT YOU SAY, BUT HOW YOU SAY IT!!!

### Tone of voice:

Can convey many different messages (examples: questioning, demanding, gentle, pleasant)

### Pitch:

Monotone - Boredom  
High pitch - Nervousness

### Volume of voice:

Loudness or softness can indicate shyness or aggressiveness

### Speed of speaking:

Can show self-control, energy level, enthusiasm, communication skills

## ***REMEMBER THESE TIPS ON NON-VERBAL COMMUNICATION!!!!***

### **DO**

- Sit up straight, but also relaxed in the chair
- Maintain eye contact with the interviewer(s)
- Listen to questions asked and comments made
- Answer the questions asked
- Keep on the subject
- Relax
- Develop rapport with the interviewer(s)
- Smile

### **DON'T**

- Slouch in chair
- Keep eyes down – might indicate shyness or lack of confidence
- Interrupt
- Use like, “ah’s” or “um’s” or slang
- Ramble on....
- Fidget – hand or feet movements can be distracting and indicate nervousness

Part of this information was taken from Body Movements and Interpersonal Communication by Peter Bull, The Silent Way by Edward T. Hall, The Everything Job Interview Book by Bob Adams, and Power Interviews by Neil Yeager and Lee Hough.

## TRAITS ON WHICH YOU WILL BE JUDGED

- Personal Characteristics: Do you have good grooming? Do you have good manners? Do you maintain good eye contact? Are you neatly and appropriately dressed?
- Self-expression: Are you forceful or vague in expressing your ideas when responding to the interviewer's questions? Do you use both verbal and non-verbal communication?
- Maturity: What about your overall sense of balance? Can you make value judgments and decisions? Are you poised, honest, sincere, self-confident, and assertive?
- Personality: What are you like? Outgoing? Shy? Overbearing? Quiet? Tactful? Enthusiastic? Warm? Do you have a good attitude? Are you pleasant to be around? Do you possess "salesmanship" skills? You are "**selling yourself**" regardless of the industry.
- Experience: What about your academic achievements? Involvement in extracurricular activities? Job accomplishments? Job skills?
- Enthusiasm and Interest: Are you really interested in the employer? The particular job? Industry? Perhaps you are simply getting interview experience? What are your goals concerning the interview? What is your motivation?
- Career Goals: What do you want to do in your professional life?
- Knowledge of employer/position: What do you know about the employer? About the job? What do you know about the industry that the company is in?
- Skills: Do you have any computer literacy? Leadership? Interpersonal skills? Diversity awareness? Global awareness?



## THE CAREER CENTER AT LOYOLA UNIVERSITY MARYLAND

### On-Campus Recruitment Program – Participation Guidelines

1. Participants activate their account and update their profile on HireLOYOLA.
2. It is expected that participants meet all company requirements (i.e. abide by company stipulated GPA cut-offs and major requirements) before signing up for an interview. Interviews are open to all Loyola undergraduate and graduate students who meet the requirements set forth by the employing organization. Alumni/ae are able to participate in the On-Campus Recruitment Program. However, priority is given to current students.
3. All participants must attend the *Effective Resumes and Employment Correspondence*, *Interviewing for Success Part I*, and *Interviewing for Success Part II* workshops **before** the date of their first on-campus interview appointment.
4. An **Open** interview schedule indicates that any student that meets the requirements listed by the employer is invited to select an interview time.  
A **Pre-Select** interview schedule indicates that the employer would like to review the resumes and select the candidates that they would like to interview on campus. Once the employer selects the candidates and notifies The Career Center the interview time slots will be released.
5. Sign-ups are on a first-come, first-served basis. **Students can sign up on HireLOYOLA on designated sign-up days.** Be sure to confirm your time by looking at the interview schedule before you exit the system. **BE CAREFUL** - use the “edit” feature to change your time, once you use the “cancel” key you will be blocked out of that schedule.
6. Once a participant schedules an interview with a company, he/she is automatically obligated to attend that appointment. In the event that participants are unable to keep an on-campus interview appointment, **that individual must notify The Career Center at least 2 class days in advance. One (1) no-show constitutes suspension** from the recruitment program. Students can only cancel interview appointments in person or by phone, **NOT** through other students.
7. Additions and/or corrections will be posted on HireLOYOLA and the bulletin board inside The Career Center. **You are responsible for keeping up-to-date with these announcements.**
8. All employers participating in the On-Campus Recruitment Program are expected to comply with equal opportunity employment laws.
9. Snow Policy: When classes are cancelled for the entire day, on-campus interviews are also cancelled for that day and all attempts will be made to reschedule.  
If classes are delayed due to bad weather, contact The Career Center for information regarding interview appointments.

**THE CAREER CENTER RESERVES THE RIGHT TO REPLACE ANY STUDENT ON A COMPANY SCHEDULE IF THAT STUDENT DOES NOT FOLLOW THE ABOVE ON-CAMPUS RECRUITMENT PROGRAM PARTICIPATION GUIDELINES.**

\*\*\* This is a copy of the interview evaluation form that most interviewers complete after a student participates in an on-campus interview. These can serve as a great learning tool in improving your interviewing technique. Upon

completion of several interviews, you can schedule an appointment with a Career Advisor to review how the interviewers evaluated you.

(For confidential purposes, you are unable to see this completed form first hand). \*\*\*

### Student Interview Evaluation

Please take a moment to provide some feedback about the students' preparation, qualifications and interviewing skills. Your information will be kept confidential, but general themes could be shared with students as a way to help them improve. Thank you in advance for your assistance.

**DATE:** \_\_\_\_\_

**CANDIDATE:** \_\_\_\_\_

**INTERVIEWER:** \_\_\_\_\_

**COMPANY:** \_\_\_\_\_

<b>PREPARATION:</b>	<b>EXCELLENT</b>	<b>ABOVE AVERAGE</b>	<b>AVERAGE</b>	<b>BELOW AVERAGE</b>	<b>POOR</b>
Application documents (resume, cover letter)					
Research of the company					
Knowledge of the position					
Appearance/Dress					

<b>QUALIFICATIONS:</b>	<b>EXCELLENT</b>	<b>ABOVE AVERAGE</b>	<b>AVERAGE</b>	<b>BELOW AVERAGE</b>	<b>POOR</b>
Academic background					
Prior work experience					
Skills/Abilities (including leadership/involvement)					

<b>INTERVIEW:</b>	<b>EXCELLENT</b>	<b>ABOVE AVERAGE</b>	<b>AVERAGE</b>	<b>BELOW AVERAGE</b>	<b>POOR</b>
Attitude/Presence (self-confidence, enthusiasm)					
Non-verbal communication					
Listening skills					
Verbal communication					

**ADDITIONAL COMMENTS (Strengths, Weaknesses, Suggestions):**

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# **SIZING UP AN EMPLOYER**

## **Researching the Company**

The following is a list of some of the key facts you should learn about a company or organization in which you are interested. There will probably be other information or questions that are important to you, but this list can serve as a guide to sizing up an employer.

### **Questions to Think About When Researching the Company**

- ❖ How large is an organization?  
While this is important, do not let size scare you. Some people might be afraid of getting lost in a big organization, but those with real ability usually will be recognized in any organization, no matter the size. The important thing is that an employer considers each employee as an important individual, no matter how large the organization may be.
- ❖ How long has the firm been in business?
- ❖ What are its products and/or services?
- ❖ Does it have a good reputation?
- ❖ Does it have regional or branch locations that align with your geographical preferences?
- ❖ What is the employer's management structure? Does it offer opportunity to grow and advance, or does it seem likely that you might wind up in a dead-end job?
- ❖ What kind of future seems to be in store for the organization?
- ❖ Does the employer have good "character?"  
People make an organization. Pick a group of people you can be proud to call your colleagues - a group that is dynamic, responsive, and responsible. This is probably the single most important item to evaluate.
- ❖ How does it fit into the industry in which it is located? Who are its chief competitors?

### **Where can you obtain this information?**

- ❖ Company literature - visit the company's website and read their annual reports
- ❖ Talk to employees - use the Alumni Career Network on HireLOYOLA ("Mentors" Tab)
- ❖ Read local newspapers, the "Wall Street Journal," or magazines to learn about recent trends/mergers, etc.

### **Tips on reading an annual report**

Most people find annual reports intimidating and difficult to read. However, there are some basic things you can look at that will give you a general idea of how the company stands financially. Check for the annual report on the company's website or search on the internet.

- ❖ Start with reading the report of the Certified Public Accountants. The company should have conformed to "generally accepted accounting principles."
- ❖ Read the footnotes in the annual report. This can tell you quite a bit.
- ❖ Go to the beginning of the report and read the letter from the chairman. The chairman's tone reflects the personality and well-being of the company. The letter will also tell you how the company fared this year and may give you insights into the company's future.
- ❖ Go to the accounting charts for an overview of the financial status of the company. Look at the Balance Sheets, and check the Assets and Current Liabilities. The difference between the two is net working capital, which points to a healthy financial condition. Some annual reports have a Selected Financial Data sheet which summarizes a company's financial standing
- ❖ Find out about top management, new products and needs, and how the company operates.

## QUESTIONS TO ASK EMPLOYERS

1. Please describe the duties of the job for me.
2. What kinds of assignments might I expect the first six months on the job?
3. Are salary adjustments geared to the cost of living or job performance?
4. Does your company encourage and support further education?
5. What type of training will I receive? (formal/informal? length of training?)
6. How often are performance reviews given?
7. What products (or services) are in the development stage now?
8. What has the company's growth pattern been like over the last five years?
9. Do you have plans for expansion? What are your growth projections for next year?
10. Have you cut your staff in the last three years? Has there been much turnover in this job area?
11. How do you feel about creativity and individuality?
12. Is your company environmentally conscious? In what ways?
13. In what ways is a career with your company better than one with your competitors?
14. Is this a new position or am I replacing someone?
15. What is the largest single problem facing your staff (department) right now?
16. Does your company offer either single or dual career-track programs?
17. What do you like best about your job/company? Why did you join this company?
18. What are the advantages/disadvantages working for this company?
19. Do you fill positions from the outside or promote from within first?
20. What qualities are you looking for in the candidate who fills this position?
21. What characteristics do the achievers in this company seem to share?
22. Is there a lot of team/project work?
23. Will I have the opportunity to work on special projects?
24. Where does this position fit into the organizational structure?
25. How much travel, if any, is involved in this position?
26. What are the next steps? When should I expect to hear from you or should I contact you?
27. Do you need any additional information from me that might help you make a decision?

Part of this information was reprinted from the  
Career Planning Guide: The Key Career Prep Resource, 2006

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These are sample questions you might ask a recruiter. Certainly ask other questions that are important to you. Do not ask too many questions - two to five. Be sure your questions have not been answered by the recruiter in the interview or mentioned in the company literature/website!

## Guide to Appropriate Pre-Employment Inquiries

<b>Acceptable</b>	<b>Subject</b>	<b>Unacceptable</b>
<p>“Have you worked for this company under a different name?”                      “Have you ever been convicted of a crime under another name?”</p>	<b>Name</b>	Former name of applicant whose name has been changed by court order or otherwise.
<p>Applicant’s place of residence.                      How long applicant has been resident of this state or city.</p>	<b>Address or Duration of Residence</b>	
	<b>Birthplace</b>	Birthplace of applicant Birthplace of applicant’s parents, spouse or other relatives Requirement that applicant submit a birth certificate, naturalization or baptismal record
<p>“Can you, after employment, submit a work permit if under 18?”                      “Are you over 18 years of age?”                      “If hired, can you furnish proof of age?” (or) Statement that hire is subject to verification that applicant’s age meets legal requirements.</p>	<b>Age</b>	Questions which tend to identify applicants 40 to 64 years of age
	<b>Religion</b>	Applicant’s religious denomination or affiliation, church, parish, pastor or religious holidays observed “Do you attend religious services?” (or) “Do you attend a house of worship?”
<p>Statement by employer of regular days, hours or shift to be worked.</p>	<b>Work Days And Shifts</b>	
	<b>Race or Color</b>	Complexion, color of skin or other questions directly or indirectly indicating race or color
<p>Statement that photograph may be required after employment.</p>	<b>Photograph</b>	Requirement that applicant affix a photograph to the application form Request applicant, at his/her option, to submit photograph Requirement of photograph after interview but before hiring
<p>Statement by employer that if hired, applicant may be required to submit proof of authorization to work in the U.S.</p>	<b>Citizenship</b>	Whether applicant, parents or spouse are naturalized or native-born U.S. citizens Date when applicant, parents or spouse acquired U.S. citizenship Requirement that applicant produce naturalization papers or first papers Whether applicant’s parents or spouse are citizens of the U.S.
<p>Languages applicant reads, speaks, or writes fluently</p>	<b>National Origin or Ancestry</b>	Applicant’s nationality, lineage, ancestry, national origin, descent or parentage Date of arrival in the U.S. or port of entry; how long a resident Nationality of applicant’s parents or spouse; maiden name of applicant’s wife or mother Language commonly used by applicant, “What is your mother tongue?” How applicant acquired ability to read, write or speak a foreign language
<p>Applicant’s academic, vocational or professional education; schools attended</p>	<b>Education</b>	Date last attended high school
<p>Applicant’s work experience                      Applicant’s military experience in armed forces of U.S., in a state militia (U.S.) or in a particular branch of the U.S. armed forces</p>	<b>Experience</b>	Applicant’s military experience (general) Type of military discharge
<p>“Have you ever been convicted of any crime?” If so, when, where, and disposition of case?</p>	<b>Character</b>	“Have you ever been arrested?”
<p>Names of applicant’s relatives already employed by this company                      Name and address of parent or guardian if applicant is a minor</p>	<b>Relatives</b>	Marital status or number of dependents Name or address of relative, spouse or children of adult applicant “With whom do you reside?” “Do you live with your parents?”
<p>Name and address of person to be notified in case of an accident or emergency</p>	<b>In Case of Emergency</b>	Name and address of relative to be notified in case of accident or emergency
<p>Organizations, clubs, professional societies or other associations of which applicant is a member, excluding any names the character of which indicate the race, religious creed, color, national origin or ancestry of its members</p>	<b>Organizations</b>	List all organizations, clubs, societies and lodges to which you belong
<p>“By whom were you referred for a position here?”</p>	<b>References</b>	Requirement of submission of a religious reference
<p>“Can you perform all of the duties outlined in the job description?”                      Statement by employer that all job offers are contingent on passing a physical examination</p>	<b>Physical Condition</b>	“Do you have any physical disabilities?” Questions on general medical condition Inquiries as to receipt of workmen’s compensation

## OPTIONS IN ANSWERING “ILLEGAL” QUESTIONS

### Option #1-

You can answer the question if you so choose. It's important to keep in mind, however, that by answering you are willingly providing information that isn't related to the job. Furthermore, in the eyes of the employer, you could be answering the question the “wrong” way, thus possibly harming your chances of being offered the job.

### Option #2-

You have the right to refuse the question. In doing so, be careful how you phrase your refusal because you do not want to appear confrontational or uncooperative.

### Option #3-

You can examine the question regarding its intent and respond in a manner that is appropriate for the job. For example, if the interviewer asks “Are you a United States citizen?” or “What country are you from?” (both of which are illegal questions), you could respond with “I am authorized to work in the United States.”

Adapted from Rochelle Kaplan, JobWeb.com—Career development and job-search advice for new college graduates, with permission from NACE.

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These guidelines comply with federal laws and those of Maryland. However, there may be circumstances where some of the questions do not apply. For situations where you may not be sure, refer to the laws, or contact the:

Equal Employment Opportunity Commission – <http://www.eeoc.gov> (can search by state for field notice)

Baltimore District Office  
City Crescent Building  
10 South Howard Street, 3<sup>rd</sup> Floor  
Baltimore, MD 21201

Headquarters  
U.S. Equal Employment Commission  
1801 L Street, N.W.  
Washington, D.C. 20507

(Information Line – English or Spanish)

Phone: (410)-962-3932

TTY: (410)-962-6065

Fax: (410)-962-4270

Sources: EEOC and Effective Manager Sample Issue, and Knock Em Dead by Martin Yate.

## **POINTS TO COVER IN AN INTERVIEW THANK YOU LETTER**

1. Mention when and where you interviewed with the employer, e.g. “I enjoyed talking with you at Loyola University Maryland on March 17<sup>th</sup>.”
2. Thank the interviewer for their time and comment that the interview was interesting and informative, etc. You may want to mention specific information about the company that appealed to you.
3. Accentuate points you brought up in the interview that will help them recall who you were. (That is, place your name with your face.)
4. Bring up points you may have forgotten to mention in your original interview that may help you land this job. You can also remind them of some facts about your background mentioned in the interview that make you an excellent candidate for the job.
5. Reaffirm interest in the specific firm and position(s) they have available.
6. Mention that you look forward to hearing from them and offer to provide them with any additional information. In addition, if you were asked to send them something let them know that that information is forthcoming.

**The Thank-You Letter should be written in the style of a business letter, (see example) and should be sent within 24-48 hours after the interview.**

MS 2000  
4501 North Charles Street  
Baltimore, Maryland 21210  
February 15, xxxx

Mr. Charles Lawton  
Human Resources Manager  
Black and Decker  
1725 Joppa Road  
Baltimore, Maryland 21204

Dear Mr. Lawton:

I wanted to thank you for the opportunity to meet with you at Loyola University Maryland on February 10<sup>th</sup>. I appreciated your time and consideration of me as an applicant for the position of Sales Representative. I am very interested in working for Black and Decker and look forward to hearing from you in the near future.

I was particularly impressed with the training program that you offer your sales representatives and the opportunities for advancement to the managerial level. My interest in sales has increased as a result of the information you offered. During the interview, I felt that the attributes your company look for and the background and experience in sales that I have had with my internship at Merrill Lynch were a good match.

Thank you again for your time and consideration. If you should need any additional information, please do not hesitate to contact me at (410) 617 - xxxx.

Sincerely,

*Skip 4 lines for your signature*

Your Name Typed

## ADDITIONAL RESOURCES

### Online Resources

- [www.jobweb.com](http://www.jobweb.com)
  - Click on the “Student” tab, select Interviews from the Resumes/Interviews menu
- [www.truecareers.com](http://www.truecareers.com)
  - Search under “Career Resources” for career articles
- [www.eeoc.gov](http://www.eeoc.gov)

### Print Resources

- [Sweaty Palms: The Neglected Art of Being Interviewed](#) by Anthony Medley
- [Knock Em Dead – Great Answers to Over 200 Interview Questions](#) by Martin Yate
- [The 250 Job Interview Questions](#) by Peter Veruki
- [101 Great Answers to the Toughest Interview Questions](#) by Ron Fry
- [Ditch the Flip-Flops](#) by Sylvia Landy
- [Vault Guide to the Case Interviews](#) by The Staff of Vault

Printed resources can be found in The Career Center Resource Library.