

1001 Faculty/Administration Bldg. | (313) 577-3390 | careerservices.wayne.edu

Career Ready Basics

Presented by:

CAREER SERVICES

Preparing students to
meet their future with
confidence, clarity and a
sense of purpose.

**Career-readiness tips,
documents, and reminders
to keep your career on track.**



Table of Contents

Welcome Warrior	1
Handshake	3
Get Career Ready	4
Getting Their Attention	5
Resume Power Words	6
Sins of Resume Writing	7
Sample Entry Level Resume	9
Sample Professional Resume	10
Cover Letters	11
Sample Cover Letter	13
References	14
Interviews	15
Dressing for Interviews	17
Before, During and After Your Interview	18
Thank You Letters	21
Sample Interview Questions	22
Questions to Ask the Interviewer	23
Accepting the Job Offer	24
You're hired, What's Next?	25
Career Services and Social Media	26
Come Check us Out	27

Welcome, Warrior!



When you embark on your college career, it's easy to think of graduation as your ultimate goal. But what lies after? When you have your degree, where do you go next? How will the experiences you've had in college — both in the classroom and outside of it — translate to career success?

The relationships you build during your time at Wayne State, what you learn in your studies, and your internship and volunteer opportunities are all honing the skills you will need to excel in your chosen field. In Career Services, we provide the resources and assistance for career readiness to help you understand your strengths, identify your skills, leverage your contacts, and take the first steps toward a long and satisfying career. Whether you're a freshman or a Wayne State graduate, we can guide you to success.

In the following pages, you'll learn more about the resources available to you in Career Services. More importantly, you'll find tips on how to build a resume, prepare for an interview and accept a job offer. These tips will help you as you transition from being a student to an employee, from a novice into a leader. Remember, no matter where you go: you're always a Warrior. We look forward to working with you as you prepare to thrive in your career.

Getting Started

What is Career Services?

Wayne State University's Career Services provides career readiness for Wayne State students and alumni and connects them with the employment community to ensure successful transitions from academia to the workforce.

Our office provides several resources and services — career networking events, career workshops, resume and interview preparation, and career counseling — to meet Warriors' employment needs and prepare them to move forward with purpose. Let us help you on your way to career success.

What does Career Services offer?

Career Services offers a variety of resources to help you gain experience and become career ready. Throughout your educational journey — and beyond — we are here to assist.

Focus Areas

Career Planning: Assistance with career exploration, decision-making, and connecting interests to personalized career action plans

On-Campus Student Employment: Part-time student assistant and Federal Work-Study opportunities

Internships: Paid job opportunities that relate to a student's field of interest

Full-Time Employment: Assistance and resources for students seeking full-time, paid employment opportunities

Campus Resources

The Career Services Office offers a number of tools to help you on your career journey including:

Career-readiness counseling: Career counselors can answer your employment -related questions. Stop-in hours and individual appointments are available. Visit careerservices.wayne.edu for stop-in hours.

Job Boards: Job postings are available online through Handshake.

Career Inventories: Online self-assessment inventories are available to help identify career interests, skills and values.

Website Resources: Career Services' website provides online information about Career Services, access to Handshake, career related videos, event calendars, workshop information, career tips and more.

Specialty Workshops & Presentations: Workshops and presentations are offered throughout the year to assist with various aspects of career-readiness on topics such as career competencies, job searching, interview skills, resume writing and more.

Campus Recruiting & Networking: Throughout the year, Wayne State hosts campus career fairs, employer networking events and opportunities for interviews to put students and alumni in a position to progress in their career journey.

Warrior Wardrobe - Career Clothing Cube: Students in need can acquire professional wear for interviews, job fairs and networking events.

Visit careerservices.wayne.edu for more information.

How do I meet with Career Services?

Call an office for an appointment or visit one of the three campus offices:

- 1 CAREER SERVICES OFFICE**
1001 Faculty/Administration Building | 313-577-3390
- 2 MIKE ILITCH SCHOOL OF BUSINESS—Business Students**
Career Planning and Placement
2771 Woodward Avenue | 313-577-4781
- 3 COLLEGE OF ENGINEERING—Engineering Students**
Engineering Career Resource Center
5050 Anthony Wayne Drive, Room 1524 EDC | 313-577-8336

Handshake

Career Services partners with Handshake, the largest early talent recruiting platform connecting employers, students, and colleges in one place. This tool allows Career Services a central location to house student and alumni career credentials, recruiting events and employer job opportunities. Handshake is affiliated with your WSU Access ID. Students are encouraged to activate their already existing Handshake account, complete their profile and post a resume. Doing so allows employers and Career Services to better understand your employment needs and academic experiences to help guide you in your job search journey.

Benefits of Handshake

- Handshake has more opportunities for students and recent grads than anywhere else online - over 400,000 employers of all different shapes, sizes and industries are in the network.
- Handshake isn't just for full-time positions. Along with on-campus jobs, there are also employers looking to hire for internships, summer and part-time positions. Find job postings, interview opportunities, career fairs, networking events and more
- The Peer Messaging feature gives students the ability to make their Handshake profiles visible to others across Handshake and to message them! This feature is aimed at giving you an even greater ability to connect with and learn from your peers about best practices in the job search process.

How to use Handshake

Step 1: Activate your Handshake account

- Visit wayne.joinhandshake.com
- Enter your **Wayne State email address**
- Click the blue **Wayne State University sign-on button**
- Enter your **WSU Access ID and password**



Step 2: Complete your profile, post a resume, & then explore!

Pro tip!

When you share your resume, make sure it is saved as a PDF file so that you don't lose your formatting and no one can alter the text. Be sure to keep all Handshake account and resume information current to ensure effectiveness.

Get Career Ready

These eight professional competencies — identified by the National Association of Colleges and Employers — will help you thrive in the workplace.

1. **Critical thinking/problem-solving:** Sound reasoning and analytical skills will help you make decisions and overcome problems, and creativity and original thought will help you stand out in a crowded workplace.
2. **Oral/written communication:** Learn to articulate your thoughts clearly to a variety of audiences, through both written communications and public speaking. Examine your social media footprint and determine what message you are sending.
3. **Digital technology:** An ability to use the latest digital tools and adapt to ever-evolving technologies is crucial to being on the leading edge in your workplace.
4. **Professional work ethic:** Skills are only part of what you bring to the workplace. Developing a professional mindset, habits such as punctuality, and having integrity and ethical behavior are keys to career success.
5. **Career management:** Understand where you want to go and identify a path to get there. Know your strengths, skills and opportunities for growth and how to navigate job options.
6. **Leadership:** Use your interpersonal skills to develop and motivate others as you pursue common goals.
7. **Global/intercultural fluency:** We live in an interconnected, global society, and having the ability to demonstrate openness, inclusiveness and respect for others is more important than ever.
8. **Teamwork:** Working with others in pursuit of a common goal and understanding how to navigate conflict and pursue positive outcomes will equip you for success in any field.

Pro tip!

Employers want candidates with professional competencies. Identify how you are acquiring these competencies in your classes, student organizations and extracurricular activities. Be sure to talk about those experiences in your interviews that demonstrate that you have these competencies.

Getting their attention

Your first encounter with an employer begins long before you walk through the door for an interview. Your resume and cover letter provide a first impression to prospective employers, who will use them to learn not only about your qualifications but also your personality, attention to detail and ability to communicate. To get your foot in the door with a company, it is essential to craft an attention-getting resume and cover letter.

Resumes

Types of resumes

There are three primary types of resumes: the chronological resume, the functional resume and the combination resume, and each has its variations. The type of resume you create depends on your experience level in the industry and the occupation in which you want to work.

Chronological resumes: A chronological resume typically lists each job you have held in order, beginning with the most recent. Chronological resumes are ideal for individuals with several years of relevant experience, especially when their job titles show an ever-increasing amount of responsibility. Modified chronological resumes allow for changing the order in which jobs are presented to highlight those most relevant to the position being sought.

Functional resumes: Functional resumes are good for people with too little — or too much — experience. If you do not have years of experience in your preferred industry but you have abilities and skills you have learned as a student, volunteer, or from a hobby, functional resumes allow you to highlight these strengths and downplay your lack of industry experience — or to focus on your strengths when your experience is too lengthy for a chronological resume.

Combination resumes: Professional resume writers and career counselors often recommend combining the best qualities of the chronological and functional resumes. In this type, your work history is presented in reverse chronological order, but it may come after a review of your functional skills and achievements (strengths).

What are targeted resumes?

A targeted resume may be any of the three types listed above, but it is written for a specific company or a position. Use a targeted resume when you know about a particular job opening, either from someone in your network or from a formal job posting. A targeted resume can also be used when you are contacting a specific company but are not responding to a specific announcement. If you have skills for more than one occupation, you should create separate, targeted resumes for each occupation.

Resume power words

Certain words can captivate attention and help a resume stand out in a crowded pile. Here are some keywords to sprinkle throughout your resume to set you apart from other applicants.

Describing leadership roles:

Assist
Authorize
Counsel
Critique
Cultivate
Delegate
Develop
Direct
Educate
Enable
Enforce
Evaluate
Foster
Guide
Inspire
Lead
Manage
Mentor
Monitor
Motivate
Review
Run
Supervise
Teach
Unite

Describing sales or customer service roles:

Accelerate
Accomplish
Advance
Advise
Advocate
Achieve
Boost
Build
Capture
Convince
Correspond
Deliver
Drive
Earn
Enhance
Expand
Field
Generate
Increase
Initiate
Maximize
Merge
Negotiate
Outperform
Perform
Persuade
Resolve
Sustain

Describing communication or creative roles:

Aid
Author
Build
Collaborate
Compose
Conceptualize
Construct
Convey
Demonstrate
Develop
Document
Draft
Edit
Establish
Explain
Formulate
Guide
Illustrate
Interact
Modify
Prepare
Share
Showcase
Transform
Translate
Upgrade
Visualize
Write

Sins of resume writing

The career world is competitive and a resume that isn't carefully composed stands a chance of being thrown out. Here are 12 habits to overcome when writing your resume.

Unprofessionalism.

- Don't:** Use paper, ink or fonts in unusual texts, colors and sizes. This demonstrates that you are not a candidate employers should take seriously. You want your qualifications — not your choice of paper, ink or fonts — to stand out.
- Do:** Print your resume in black ink on 8 1/2 x 11 white bond paper. Font should be simple and easy to read. Use bullets and boldface font for emphasis, but keep them to a minimum. Information should be presented in short, easy-to-read bullet points.

Carelessness.

- Don't:** Have typos which include misspellings, and grammatical mistakes. This will reflect how unqualified you are for a job. A single typo in an otherwise well-organized and professional-looking resume may not necessarily sink you, but if your resume is riddled with misspellings and grammatical errors, you send the message that you don't pay attention to detail.
- Do:** Proofread your resume multiple times before sending it out. Have a friend or family member proofread it as well.

Cuteness and cleverness.

- Don't:** Be cute on your resume. Forget puns and clever wordplay; they don't belong in a resume or cover letter.
- Do:** Target the information to address the employer's needs listed on the job posting. People who read resumes are looking for qualified candidates. Demonstrate, the skills you though words that the reader will find important.

Irrelevance and fluff.

- Don't:** Include information that doesn't address employer needs or is irrelevant to the job. If you're looking to become a writer, don't take up space talking about your sports accomplishment(s).
- Do:** Focus your content on what is important to the reader. Talk about what you have learned in classes or through work/volunteering that may be useful to the reader.

Vagueness and jargon.

- Don't:** Use job titles, tasks, or abbreviations and acronyms that nobody other than you and your former employers recognize. Don't assume that the people who read your resume will figure these things out for themselves.
- Do:** Be specific. Include detail about what you were responsible for in your last job, the number of people you supervised, the size of the budget you controlled, and so on.

Misrepresentation.

- Don't:** Lie. It's that simple. And don't be tempted to embellish the truth. The risks of fudging the truth far outweigh the benefits, particularly when it comes to specific facts, such as credentials and titles. You could lose the job or you might find yourself working at a job that's over your head if you inflated prior titles or responsibilities.
- Do:** Be honest and straightforward. If you are selected for your actual qualifications, you should perform well in that the job.

Overkill.

- Don't:** Use excessive superlatives regardless of who or what they modify.
- Do:** Present actual accomplishments rather than just adjectives that proclaim how wonderful you are. Example: instead of calling yourself a "dynamite salesperson," detail out that you were Salesperson of the Month for six months running.

Underwhelming.

- Don't:** Simply list the specific functions you performed in your previous jobs.
- Do:** Demonstrate the impact of what you did — your accomplishments. The fact that you were the purchasing agent for a doughnut-making company is nice but more interesting is the fact that you reduced purchasing expenditures by 15% during your first year.

Over personalizing.

- Don't:** Don't include any personal information that relates to your personal life, such as your age, height, weight, eye color, pets, marital status, or children. Simply include the basics — your name, phone number and email.
- Do:** Keep all content to a professional nature, demonstrating your skills, work, education and qualifications that make you suitable for the job.

Resume-speak.

- Don't:** Use slang/emojis or text talk on your resume
- Do:** Write in plain, simple language. The writing style you use in your resume should be professional and businesslike.

Pro tip!

Print your resume on white paper with black type. Use bullet points and concise language, avoiding long paragraphs. Bring your resume to a stop-in appointment with Career Services to have it reviewed by a professional.

Sample Resume 1

MICHELLE DAVIS

INTERIOR DESIGNER

<https://michelledavisportfolio.com>

 123-456-7890

 youremail@gmail.com

 City, State

 LinkedIn.com/username

QUALIFICATIONS

- Artistic ability
- Creativity
- Detail oriented
- Visualization
- Problem-solving
- Interpersonal skills
- Task prioritization
- Client Communication

EDUCATION

**Bachelors of Art
Design & Merchandising**
Wayne State University
May 2021
3.85 GPA

COURSE WORK

- Residential Design
- Commercial Design
- Special Purpose Design
- 2D & 3D Design Tools
- Architectural Illustration
- Interior Products
- Interior Design & Space Planning
- Design Drafting
- Lighting for Interiors

SOFTWARE

- SketchUp
- Autodesk (3ds Max, AutoCAD, Revit, Live)
- ArchiCAD
- Photoshop

PROFESSIONAL SUMMARY

Interior design graduate nearing completion of apprenticeship and eager to launch professional career. Keen design sense and space-planning agility earned top marks on commercial and residential design projects as well as national awards in design competitions. Excel at balancing form, function and budget considerations to deliver beautiful and custom design solutions.

INTERIOR DESIGN APPRENTICESHIP

ABC Interior Design Firm | Interior Design Assistant, 2017 - Present

Selected out of 100+ applicants for apprenticeship with one of PA's leading interior design firms. Contribute to all phases of residential and commercial projects, from initial concepts through finished designs.

Accomplishments:

- Created client pitch presentations and renderings (e.g., floorplans, elevations, finish plans and construction drawings) used by associates and contractors to book projects.
- Designed custom finishes and furnishings using reclaimed wood and repurposed materials for an industrial-warehouse-to-residential-loft conversion.
- Commended for design of cost-saving, space-saving storage solutions that maximized limited remodeling budget and made the most of a small guest bedroom.

DESIGN AWARDS

1st Place: "Hotel Lobby Design"

2019 National Hospitality Association Student Design Competition

1st Place: "Bathroom Design"

2019 American Society of Interior Designers (ASID) Student Showcase

2nd Place: "Family Room Design"

2018 ASID Student Showcase

Finalist: "2018 Green Sustainability Interior Home Design Competition"

Sponsored by LEED & ASID

STUDIO PROJECTS

Advanced Residential Design (2,100-sq.-ft. home), 2020

Residential Design (kitchen and bath), 2019

Advanced Hospitality Design (150-seat restaurant), 2019

Hospitality Design (hotel lobby), 2020

Commercial Design (law office), 2019

Special Purpose Design (Medical Office), 2018

Sample Resume 2

JOHN SMITH

REPORTER

<https://johnsmithportfolo.com>

PROFILE

Experienced Reporter – News | Sports | Business | Education | Features

- Creative and tenacious reporter with a nose for news, a passion for community journalism and a reputation for impeccable ethics.
- Record of commended performance as a staff reporter for print and digital editions of local daily newspapers with circulations of up to 275,000.
- Storyteller who treats news, features and other events with equal passion and thrives within the deadline-intensive, 24x7 newsroom environment.

PROFESSIONAL EXPERIENCE

ABC Journal, Detroit, MI | Staff Reporter 2025 – Present
DEF Journal, Detroit, MI | Junior Reporter 2021 – 2025

- Cover a range of areas (e.g., news, sports, business, education, healthcare, lifestyle, travel) as a full-time general assignment reporter for a local daily.
- Research topics and stories assigned news director.
- Singled out as one of the most prolific writers and productive story contributors among reporting staff. Never failed to meet a deadline.
- Provided compelling coverage of both anticipated and spontaneous news for print and online media.
- Earned commendations for excellence in writing, reporting, photo journalism and infographics.
- Write articles for newspapers, blogs, or magazines and write scripts to be read on television or radio
- Develop relationships with experts and contacts who provide tips and leads on stories

INTERNSHIP EXPERIENCE

The Star Tribune, Detroit, MI | Intern 2019
Wayne State University, Detroit, MI | Information Intern 2018

- Interned at Detroit's major daily and at the Information Department of Wayne State University.
- Fulfilled multifaceted duties that included reporting, news/feature writing, researching, fact-checking, proofreading and headline/cutline writing.
- Research topics and stories assigned by editor.
- Investigate new story ideas and pitch ideas to editors.
- Interview people who have information, analysis, or opinions about a story or article.
- Review articles for accuracy and proper style and grammar

CONTACT

-  123-456-7890
-  youremail@gmail.com
-  City, State
-  LinkedIn.com/username

EDUCATION

Bachelors of Arts | Journalism
Wayne State University | Detroit
December 2020

Served as Assistant Editor and Staff Reporter for the Wayne State University South End throughout college. Clips available at: <https://johnsmithportfolo.com>

SKILLS

- Community Journalism
- Investigative Journalism
- Multimedia Reporting
- News Writing & Proofreading
- AP Style
- Photojournalism
- Columns & Op Ed Pieces
- Creative Story Ideas
- Research & Fact-Checking
- Information Systems
- News Wires
- Social Media
- Communication
- Persistence
- Stamina

TECHNOLOGY

Multimedia and coding software
Broadcast-related devices
Editing equipment

Cover letters

Do I really need a cover letter?

Cover letters — also known as letters of introduction — are crucial for helping you get a foot in the door for an interview. Few employers will consider a resume that does not include a well-written cover letter.

Consider a cover letter to be the handshake you give before handing your resume to a prospective employer. While a resume gives an overview of your credentials, qualifications and experience, your cover letter gives a glimpse of your personality. It allows employers to understand the kind of work you have enjoyed doing and how your past experiences have prepared you for the position you're seeking.

While there is a formula to crafting cover letters, be careful not to let your cover letter lack personality and specifically — target your cover letter to that employers. Keep it brief — cover letters should not be longer than one page — and email cover letters should be able to be read on one screen.

How to write a dynamic cover letter

Adapted from “The Dynamic Cover Letter’s Formula for Job-Search Success” by Katherine Hansen, Ph.D., and Randall S. Hansen, Ph.D.

First Paragraph

Do not waste the opening to your cover letter. It is essential that your first paragraph sparks the employer's interest, provides information about the benefits the employer will receive from you, and helps you stand out from everyone else who wants the job. Focus on your Unique Selling Proposition — the one thing that makes you different from all the other job-seekers — and identify two or three benefits you can offer the employer. Use active language and position yourself as someone who will be an asset to the company — not just another person looking for a job.

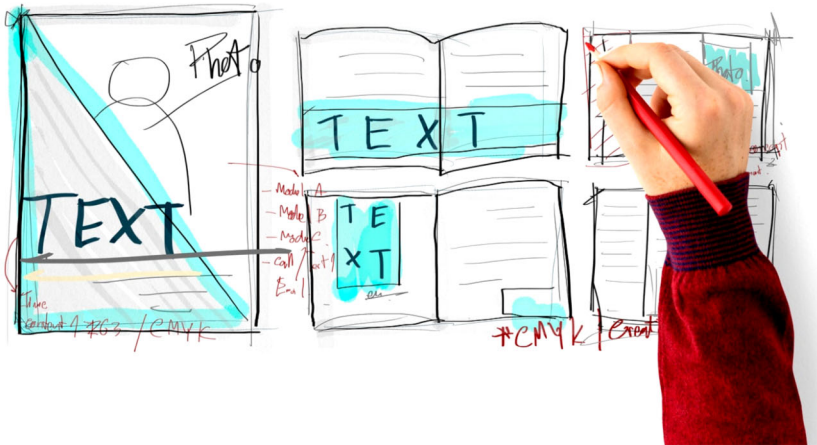
Second Paragraph

As you move on from your introduction, provide more detail about your professional or academic qualifications. Describe how you can provide the benefits you mention in the first paragraph — stress accomplishments and achievements rather than job duties and responsibilities. Expand on specific items from your resume that are relevant to the job you are seeking, and continue to use solid action verbs to describe your accomplishments and achievements. If you do not have much experience in the field you are trying to enter, focus on key skills that can easily transfer from your previous work experience to the job at hand. If you are responding to a specific job posting or advertisement, be sure to tailor this paragraph to the needs described in the ad.

Third Paragraph

The final paragraph of your cover letter must be proactive — request action. This is where you ask for the job interview or a meeting. Express your confidence that you are a perfect fit for the job and put the employer on notice that you plan to follow up within a specified timeframe. Follow up is key, so plan to make some phone calls or send some emails about a week after you send out your cover letter and resume.

*Content



Pro-tip!

Check your work

Proofread your cover letter before you send it out. Remove or correct any grammatical errors. If you have a template that you use for cover letters, make sure you list the correct company name and job listing, as well as the correct point of contact.

Sample Cover Letter

MICHELLE DAVIS

Communications Specialist

<https://michelledavisportfolio.com>

123-456-7890

youremail@gmail.com

City, State

LinkedIn.com/username

(Same Heading as Resume)

DATE

Name of Hiring Manager

Title/Position

Company Name

Street Address

City, State, Zip Code

Dear Mr./Ms. Last Name, (if you don't know the hiring manager's name you can use

Re: [Job Title Here])

I am writing about the Communication Specialist position posted on your website. My studies and work experiences have allowed me to develop an appreciation for language and the nuances of writing. As an enthusiastic communications professional with experience managing social media, marketing, and PR functions to promote corporate programs and services, I have much to offer Barnes & Noble in this position.

I have developed the organizational and interpersonal skills that the Communication Specialist position requires, along with a foundation of writing through my internship position last summer. From developing collateral and building brand identities to overseeing social media content and managing media relations, I excel at generating effective organizational exposure. I enable the success of dynamic marketing, PR, and communications campaigns with persuasive communication skills to influence public perceptions. My skill in coordinating comprehensive communications programs—along with my ability to develop, write, and launch on-message materials to meet organizational goals—will allow me to significantly benefit your team. With my proven history of developing trusting and lasting relationships, I am prepared to make a substantial contribution in the Communication Specialist role.

Thank you for considering me for this opportunity. I would welcome the chance to discuss how my experience fits with the Communication Specialist position at Barnes & Noble. If you have any questions, you may contact me at (000) 000-0000 or by email at name.name@wayne.edu. I look forward to hearing from you soon.

Sincerely,

Ashley B. Warrior

What is a reference?

At some point in the interview process, you may be asked to provide a list of references. References are people who know you from previous employment or a non-family context who will speak well of you.

References are generally not contacted unless the company is preparing to extend a job offer. At that point, it is cost effective for potential employers to check your references to possibly uncover reasons why the offer should be withheld and to fulfill due diligence requirements.

You are typically asked to provide references when you complete an initial job application. Be sure to contact each prospective reference early in the process. Request permission to use a person as a reference and explain your job search plans to him/her. Also, provide the potential reference with examples of qualities you possess and ask the reference if she would like a copy of your resume for her convenience.

Who can be a reference?

References should not be family members and, in most cases, should have worked with you in the past. Former managers and supervisors you worked well with are ideal; make sure they know you well enough to highlight the specific qualities that would make you an asset to this employer. Unless your current employer knows of your job-search plans, refrain from using him or her as a reference.

Occasionally, employers may ask for personal references. In these cases, they are seeking people you know outside of work who can speak to your personal attributes and qualities. Coaches, professors, ministers, and individuals you have done volunteer work with— or for— are appropriate in these cases.

Preparing your references.

When listing your references, include:

- Person's name
- Job title
- Professional affiliation or company name
- Phone number
- Email address

Pro tip!

Make sure you contact your references first to ask permission **before** submitting them. You don't want someone— who could give you a glowing review— caught off-guard!

Interviews

You've crafted an impeccable resume, attached an attention-grabbing cover letter, and employers are taking notice — now, it's time for an interview. But there are many types of interviews, each with its own focus and purpose. How should you dress? What should you say — or not say? What happens when the interview is over and a job offer is made? In this section, we'll talk about the interview process and how to take those important final steps to accepting — and thriving at — your new job.

Types of interviews

Interviews can take several forms, ranging from in-person traditional interviews to lengthier meetings that feature more nuanced, behavior-related questions. Interviews can last for an hour or take an entire day, and can involve meetings with several people throughout the organization. Often, more than one interview will be required before an employer is prepared to make a job offer. Below, you'll find examples of various job interviews, but be aware that employers can use more than one — or a combination of several — in the interview process.

The Behavioral Job Interview

The behavioral job interview is based on the theory that past performance is the best indicator of future behavior, and uses questions that probe specific past behaviors, such as: "tell me about a time where you confronted an unexpected problem," "tell me about an experience when you failed to achieve a goal," and "give me a specific example of a time when you managed several projects at once." Job seekers need to prepare for these interviews by recalling scenarios that fit the various types of behavioral interviewing questions. Expect interviewers to have several follow-up questions and probe for details that explore all aspects of a given situation or experience. Recent college graduates with little work experience should focus on class projects and group situations that might lend themselves to helping answer these types of questions. Extracurricular and volunteer work also might provide examples you could use. Job seekers should frame their answers based on the STAR Approach, a four-part response:

1. Describe the **(S)**ituation
2. Discuss the **(T)**ask(s) you were given
3. Describe the **(A)**ction(s) you took
4. Describe the **(R)**esult(s) or relate the outcomes

The Traditional Job Interview

The traditional job interview uses broad-based questions such as, "Why do you want to work for this company?" and "Tell me about your strengths and weaknesses." These questions allow the interviewers to understand the personality of the job candidate and his/her ability to communicate. Often,

these interviews are less about the *what* of the answer than the *how* of it, seeking to understand whether the potential employee is a good fit with the company's culture and will work well with the team. Employers are looking for the answer to three questions: does the job seeker have the skills and abilities to perform the job, does the job seeker possess the enthusiasm and work ethic that the employer expects, and will the job seeker be a team player and fit into the organization?

The Virtual Interview

As communication technology improves, virtual interviews conducted via teleconferencing software like Skype are becoming more common. When being interviewed via screen, it's important to make sure you're dressed for the interview and in a room that is tidy, professional looking and free of distractions. Before the interview, make sure your equipment — including cameras and microphones — work properly. Maintain eye contact with the interviewer by looking into the camera and do not be distracted during the interview. Keep notes nearby, remember to smile, and be confident. Most importantly, do not check anything else on your phone or computer screen (including emails and social



media) during the interview.

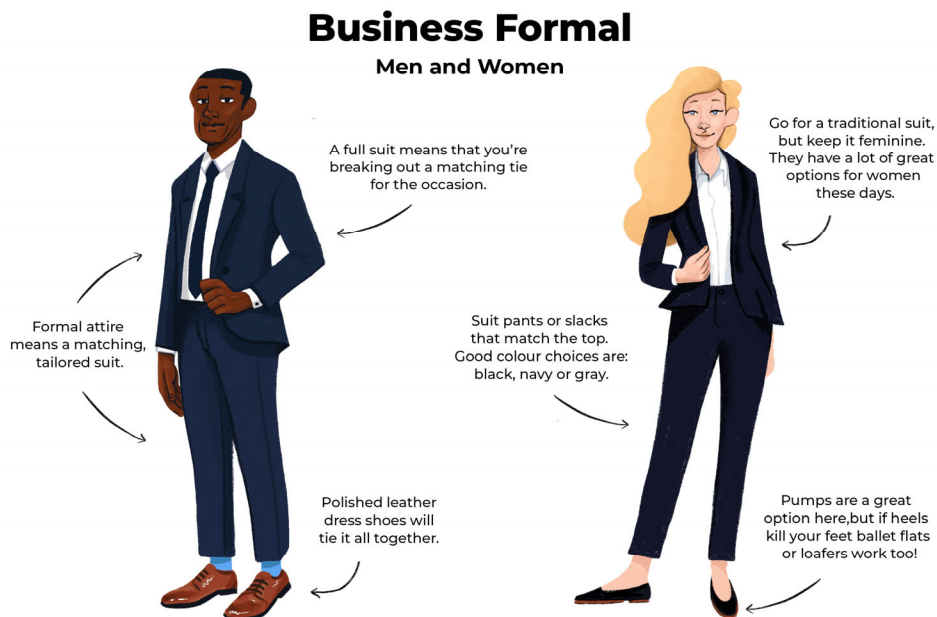
The Phone Interview

Before employers schedule in-person interviews, they often conduct a phone interview with candidates, also known as a phone screening. This gives the interviewer — often an HR representative but sometimes the hiring manager — the opportunity to have a brief conversation with the candidate to confirm preliminary details such as salary requirements and availability and introduce the company and describe the position. Despite it often being brief, phone interviews should be taken just as seriously as in-person interviews. Keep notes close by to refer to and speak clearly and confidently. Finish the interview by inquiring about next steps and conveying your excitement about meeting face to face.

Dressing for the interview

- Two-piece business suit with pants or skirt (solid dark blue, black or grey is best)
- Long-sleeved shirt/blouse (white is best, pastel is next best). Nothing distracting.
- Clean and polished dress shoes (black or brown is best). Dark socks. Heels should be professional
- Well-groomed hairstyle and neatly trimmed facial hair
- Clean and trimmed fingernails
- Minimal cologne or perfume
- Simple and natural makeup (it should not be too noticeable)
- Light briefcase, purse or portfolio
- Remove or cover body piercings or tattoos that may be distracting
- Non-distracting neckties in muted colors
- Hosiery should be near skin color (and no runs!)

Adapted via www.collegegrad.com/jobsearch/Competitive-Interview-Prep/Dressing-for-Interview-Success/



Pro tip!

Remember this is a professional process. You don't want to have anything distracting from your words in an interview.

Before, During and After your Job Interview

Before the interview

- ❑ Do your homework. Research the company by reading reports or articles, speak to current employees or clients, and/or become familiar with their website.
- ❑ Prepare a list of questions to ask the interviewer regarding job duties, company culture or why the position became vacant.
- ❑ Know where the interview location is and how to get there — if possible, do a practice run the day before the interview.
- ❑ Plan to arrive at least 10 minutes early to the interview. If you happen to be running late, call the company to let them know.
- ❑ Greet everyone you encounter at the company with courtesy and respect. You are making your first impression.
- ❑ Bring extra resumes and a list of references.
- ❑ Evaluate your education, skills, and training and be able to explain why you are best suited for the position. Be ready to sell yourself and your skills rather than relying on your job application or resume to do it for you.
- ❑ Make a list of specific examples of achievements that show you are able to meet the needs of the organization.
- ❑ Greet the interviewer by title (Ms., Mr., Dr.) and last name. If you're unsure of the pronunciation, ask the receptionist or the interviewer if he/she could repeat his/her name for you.
- ❑ Shake hands firmly with the interviewer(s).
- ❑ Wait until you are offered a chair before sitting.
- ❑ Be enthusiastic and confident.

Pro tip!

When you are sending out resumes and waiting to hear from employers, make sure your voicemail message is professional and clearly identifies you.

During the interview

- Be friendly and pleasant, but don't tell jokes during the interview. It is best to behave professionally.
- Don't appear desperate for the job or uninterested in the position. Let the interviewer control the tone of the interview.
- Show enthusiasm for both the company and the position.
- Avoid using poor language, slang, and pause words such as "like," "uh" and "um."
- Speak clearly so that the employer can both hear and understand what you are saying.
- Don't speak negatively about previous employers or employees.
- Stress your achievements. Be ready to explain situations where you have triumphed and, where appropriate, lessons you have learned.
- Don't discuss personal issues during the interview.
- Don't respond to an unexpected question with an extended pause or by saying something like "boy, that's a good question." Instead, repeat the question or ask that the question be repeated in order to give you more time to think about an answer.
- Don't answer your cellphone during interviews. Turn all devices off or set them to silent or vibrate.
- Don't inquire about benefits until after you have received an offer. If approached with a question about salary, try to delay salary talk until after you've received an offer.
- Always ask intelligent questions about the company or the position. It shows interest on your part and helps you to know whether the company is a good fit for you — remember, you are interviewing the company just as much as the company is interviewing you.
- Thank the interviewer for his/her time.
- Close the interview by expressing interest in the job and asking about the next step(s) in the process (timeframes, other applicants).
- Get business cards from your interviewer(s) for follow-up purposes.

After the interview

- Send a thank you letter to all interviewers no more than 24 hours after the interview: Express your gratitude for their time, your excitement about the position and reiterate why your experiences and skills would make you a unique asset to their team.
- Reassess your performance, but don't obsess over it. People walk away from an interview second-guessing themselves; just make an honest assessment of how you did and what you might do differently next time.
- Make a list of questions that may have occurred to you after the interview about the position and/or the company.
- Be honest and think about what the interview revealed about that company's culture and values and the reality of the job itself. Ask yourself if it is the best fit and one that would make you happy; it is normal to leave some interviews feeling hesitant or thinking the job would not be a good fit for you.
- Consider your requests for salary and benefits should the job be offered to you. Be prepared to negotiate what you can and understand where you may have to make tradeoffs.
- Relax; it's out of your hands now. Be confident and take a break.



Pro tip!

Remember to follow up a week after the interview and at that time, ask any questions that may have arisen following your interviews. If you do not receive an answer, follow up a week later and then leave it alone. Let them know you are excited about the opportunity, but don't badger them.

Thank you letters

Thank you letters can be sent by email or postal mail within 24 hours after an interview. The wording below is a guide as to what should be included.

Sample:

Dear Ms., Mrs., Mr., Dr. <interviewer's last name>,

Thank you for taking the time to speak with me <yesterday/Friday/etc.> about the <Job Title> position at <Company Name>. It was a pleasure talking with you and I really enjoyed hearing all the details you shared about the opportunity.

The information you shared about <Something specific about the job that interests you> was extremely insightful and confirmed my interest in the position.

I am confident that my skills will allow me to come in and succeed in this role, and it's a position I'd be excited to take on.

I'm looking forward to hearing from you about the next steps. Please don't hesitate to contact me in the meantime if you have any questions.

Thank you again, and I hope to hear from you soon.

Best Regards,
<Your Name>

A large, stylized cursive graphic that reads "Thank you". The word "Thank" is written in a large, flowing script, and "you" is written in a smaller, similar script directly below it. The overall style is elegant and personal.

Sample Interview questions

Practice answering these various questions to help you feel comfortable in an interview.

Traditional interview questions

- Tell me about yourself.
- Why do you want to work for this company?
- What can you offer us?
- What do you consider to be your greatest strengths? Weaknesses?
- What motivates you most in a job?
- Why should we hire you rather than another candidate?
- Where do you want to be in five years? Ten years?
- What did you enjoy most about your previous employment? What did you least enjoy?
- May we contact your past employers?
- Have you ever quit a job? Why?
- What kind of boss do you prefer?
- How do you feel about working in teams?
- Are you flexible?
- How do you feel about traveling?
- Are you willing to relocate?

Behavioral interview questions

- Describe a time when you were faced with a stressful situation that demonstrated your coping skills.
- Give me a specific example of when you used good judgment and logic in solving a problem.
- Give me an example of a time when you set a goal and were able to meet or achieve it.
- Tell me about a time when you had to go above and beyond the call of duty in order to get a job done.
- Tell me about a time when you had a conflict with another employee and how you handled it.
- Tell me about a time you were able to successfully deal with another person even when that individual may not have personally liked you (or vice versa).
- Give me an example of when you showed initiative and took the lead.
- Tell me about a recent situation in which you had to deal with a very upset customer.
- Give me an example of a time when you motivated others.
- Tell me about a time when you delegated a project effectively.
- Give me an example of a time when you used your fact-finding skills to solve a problem.
- Tell me about a time when you missed an obvious solution to a problem.
- Describe a time when you anticipated potential problems and developed preventive measures.
- Tell me about a time when you had to make an unpopular decision.



Questions to ask the interviewer

It is important to have questions to ask the interviewer at the end of your interview. The following are some sample questions you can ask when you are asked, “do you have any questions?”

Sample Questions

- Can you describe what a typical workday would be like for this position?
- What qualities are you looking for in the candidate who fills this position?
- What is the management style of the person overseeing this position?
- What characteristics do the top achievers in this position seem to share?
- What do you like best about your job and the company?
- What are the biggest challenges with this position?
- Has there been a lot of turnover in this position?
- What is the largest single problem facing your staff (department) now?
- Do you have plans for expansion/growth?
- What is the next course of action?
- When should I expect to hear from you or when would you like me to contact you?

Accepting the job

Follow these 5 steps when accepting a job offer:

- 1. Start by setting expectations.** It's always best to be timely in your response to the job offer. Be sure to send a note upon receiving the offer stating the steps you are taking and when they can expect a reply.
- 2. Carefully review the offer.** Ensure you review all aspects of the offer and consider how each aspect compares to your current role or any competing offers you may have. If available, have a mentor, friend or family member review the offer as well. It's always helpful to have a second opinion about a decision this important.
- 3. Decide how you will respond.** If the employer sent an official offer email to you, it is acceptable to send your acceptance back in an email reply. If they sent you a physical offer letter, consider sending one back. If you opt for sending physical mail, you may also consider sending the same message via email to ensure the employer sees it in a timely manner.
- 4. Begin drafting a reply.** After you've carefully reviewed the offer terms and are ready to accept, begin drafting your reply. If you're wondering how to begin your response, look at communications from the employer and follow the same tone. Start by expressing your gratitude for the opportunity and restating the final offer details as you understand them. This can include your expected title, a summary of the salary and benefits you've agreed to and expected start date. Then, clearly explain that you officially accept the company's offer of employment. Conclude with well wishes and any questions you have ahead of your start date. If you're sending a job acceptance via email, make sure the subject line is clear about the topic of the email.
- 5. Proofread your response.** Be sure to review your response several times in order to spot any errors. Again, it's always helpful to enlist a friend or mentor to help with the process. If you are accepting via phone or in person, be sure to practice your response and prepare for any questions or further negotiations.

<https://www.indeed.com/career-advice/finding-a-job/how-to-accept-a-job-offer>

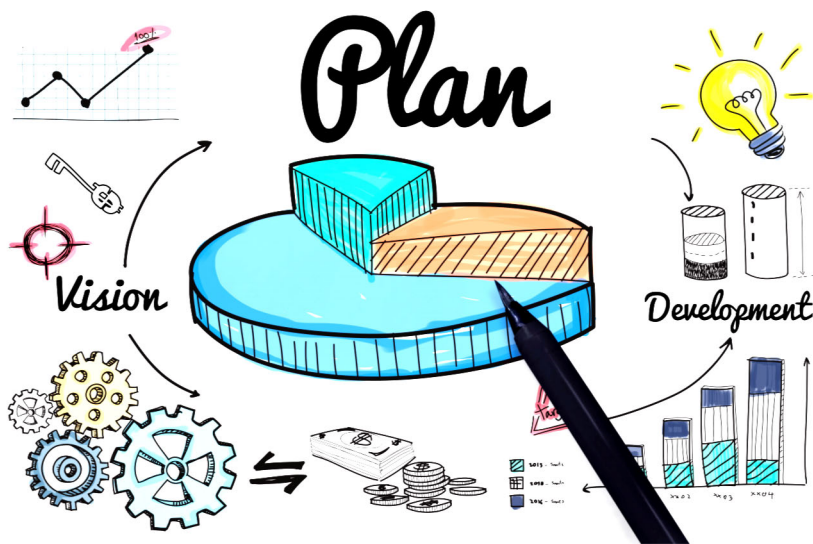


You're hired — what's next?

Now that you've accepted your job, it's time to relax — but also to prepare. If you are currently employed, give your current employer notice of your new position; two weeks is customary at most jobs. Spend your final weeks closing out projects and, if possible, helping your replacement prepare for his/her new position. Leave professionally; don't burn bridges. Reconfirm your start times and the expectations for your first day with your new employer and let any contacts know of your new position and contact information.

Once you begin your new job, make sure to continue updating your resume and portfolio to remain prepared for future opportunities. Keep your LinkedIn account updated so that your professional network is aware of your new position; continue to use the social networking site to request letters of recommendation and references as well as view future career opportunities. Don't rest on your laurels; always know what your future goals are, and what training is needed that will keep you on a path to career success.

Finally, make sure to keep in touch with Career Services throughout your career to continue networking with potential collaborators and to receive the tools and support that will help you succeed in your chosen field.



Join Career Services on Social Media

Looking to keep up with Career Services? We use Social Media to let you know what we are up to. Connect with us on the following platforms to see what we have going on, to learn about key career tips and more.



Wayne State University Career Services



WSU Career Services @WSUCareerSvcs



Wayne State University Career Services @WSUCareerSvcs



WayneState_CareerServices



WSU Career Services

COME CHECK US OUT!

Career Services

Hours of operation:

Monday - Friday

8:30 am - 5:00 pm

1001 Faculty/Administration Building

(313) 577-3390

careerservices.wayne.edu





Career Services
keep exploring