

## REVIEW OF KEY POINTS

- To prepare for an employment interview, a job candidate should research the company, prepare questions for the interview, and know his or her strengths and weaknesses. A job candidate should confirm all the logistics prior to the interview and dress for success.
- Follow these rules for a successful interview: Be clear in your answers, be confident, and always express your gratitude to the person who interview you by sending thank-you letters after the interview.
- A candidate should write letters to inform an employer of his or her decision when accepting or declining a job offer, asking for a promotion, or when leaving a job.
- It is easier to get a job if you have a job.

### CASE 16.1

#### Compiling a Job Portfolio

Dana Sturgis is beginning her job interview process. She would like to find a management trainee program that would allow her to apply her five years of experience as a department supervisor at Bayer's Department Store. Kellie has experience managing a mid-size staff and providing customer service for a large clientele.

**What types of things should she compile in a portfolio for this position?**

**How should she assemble her portfolio?**

**Which kinds of skills should Kellie highlight in order to appear sufficiently qualified for the position?**

**Give Kellie advice about how to focus on skills that are specific to the job she is seeking, her prospective employer, and the industry in which she plans to work.**

#### Internet Quest



#### Online Interview Tips

Job interviews can be frightening for most people. Need some interviewing tips? Then, go to [www.mhhe.com/cec9](http://www.mhhe.com/cec9). You'll find valuable tips and guidelines on how to do well during an interview. You'll also find information on salary guides.

#### Internet Quest



#### Search for Safety

What do you need to know about your safety at work? Be knowledgeable about your rights and learn information provided by the Occupational Safety & Health Administration (OSHA). Go to [www.mhhe.com/cec9](http://www.mhhe.com/cec9) to find out more.

## CEC Online



You have been offered the following two jobs: one making \$40,000 as a manager for Quality Dining in New York and one making \$28,000 in Des Moines, Iowa, as a manager for a comparable company. Go to [www.mhhe.com/cec9](http://www.mhhe.com/cec9) and use the salary comparison calculator to determine which job is the better offer.

## CASE 16.2

### Do's and Don'ts of Interviewing

The job interview is the most widely used process for screening job candidates and hiring new employees. In many ways, it provides the most direct information about the candidate's background, personality, and style. Understanding how to best prepare for and follow up on interviews is critical to your success. New technology provides alternative ways to bring candidates and employers together for the interviewing process. Regardless of the medium used, the basic guidelines for a successful interview remain the same. Remember, the purpose of a successful job interview is to receive a job offer.

The interview is also an opportunity for you to meet the employer, to sell yourself, to learn the specifics of the job and of the organization, and to gain all the information you will need to help you decide if this is really the right position for you. Go to [www.mhhe.com/cec9](http://www.mhhe.com/cec9) for a link discussing the do's and don'ts of interviewing on the site.

**What else might you add to the do's and don'ts list?**

## Communicating in Your Career

You are a Human Resource Director with City Temporary Agency. You have been asked to speak at a community college about interviewing. The students are particularly interested in some pointers from a professional perspective about what to say in an interview. They are also curious about approaches to phone interviewing and follow-up after an interview. What tips would you give the students?

## Ethics in Action

### Fielding Discriminatory Questions

During an interview, you might be asked discriminatory questions relating to race, age, sex, marital status, or the number of children you might have. However, the interviewer cannot ask questions that are not job related. How would you respond if you were asked such questions?