Interview Preparation

Rutgers Business School (RBS) Office of Career Management - Undergraduate Office, New Brunswick, NJ
Agenda

• Preparation Tips
• Company Research
• Dress Attire
• Types of Interviews
• Interview Questions
• Salaries / Negotiation / Offer Policy

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Preparation Tips
Preparation Tips: BEFORE

• Confirm date, time and place of interview
• Voicemail Message
• Plan transportation / alternate route
• PRACTICE responses to interview questions
• Prepare questions to ask the interviewer
• Research industry and salaries
• Get solid references (supervisors, professors)
Preparation Tips: DAY OF

• Arrive early (10-15 minutes before)
• Switch off your cellphone
• Maintain eye contact
• Sit when invited to do so
• Be polite. Be professional
• Introduction: Mr. or Ms. & firm handshake
• Sit straight up. Do not slouch
• Take notes during the interview
Preparation Tips: DAY OF

• Listen to the questions. Clarify if needed
• Think about your answers before you respond. Pause if you need time to construct your reply
• Speak clearly. Avoid "uhs", "you knows", and slang
• Display dining etiquette manners over a meal
• Don’t fabricate or inflate information
• Finish with a smile, eye contact, firm handshake
• Shake each interviewer's hand, and thank each interviewer by name
Preparation Tip: AFTER

- Send a thank you note and email as soon after the interview as possible (24-48 hours recommended)
COMPANY RESEARCH

- Background?
- Competitors?
- Website?
- Social media?
- Trends?
- Industry?
- Culture?
- News?
- CEO?
- People?
Company Research

Helpful Resources:

✓ Company Website
✓ Vault.com
✓ Reuters.com
✓ Wall Street Journal
✓ Glassdoor.com
✓ Social Media / Blogs
Company Research

• What to Research?
  ✓ Type of Business / Industry
  ✓ Products / Services
  ✓ Locations / Headquarters
  ✓ Company Mission Statement
  ✓ About Us section
  ✓ Executives
  ✓ News & Press Releases
Dress Attire
Attire for Men

Inappropriate
Attire for Men

Appropriate
Attire for Women

Inappropriate
Attire for Women

Appropriate
Too Much?

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Types of Interviews
Types of Interviews

- Face-to-Face
- Behavioral
- Telephone
- Panel/Committee
- Lunch/Dinner
- Informational
- Case Interview
Types Of Interview Questions
Types of Interview Questions

• Résumé-Based
• Open-Ended
• Behavioral
• Case Study
• Inappropriate
Types of Interview Questions

Résumé-Based

- Know your resume from top to bottom

**Examples:**
- Why did you choose your major? Why Rutgers?
- Which classes have you enjoyed the most/least?
- Why did you leave your last job?
- What challenges have you faced as Treasurer of XYZ Student Group?
Types of Interview Questions

Open-Ended

- Require more than a "yes" or "no" response
- Test both job knowledge and communication skills

*Examples*:
- Tell me about yourself.
- What are you most proud of?
- What’s are company credo?
- What are your strengths and weaknesses?
- Why do you want to work for our company?
Types of Interview Questions

Behavioral

- Discovering how the interviewee acted in specific employment-related situations
- The logic is that how you behaved in the past will predict how you will behave in the future

Examples:

- Describe a situation in which you encountered a problem with a supervisor. How did you handle it?
- Tell me about something you planned that did not go as well as you hoped. How did you manage the situation and what did you learn from it?
The ‘STAR’ Approach

S: Situation – describe the situation

T: Task/Problem – what dilemma/problem did you face?

A: Action – what action did you take?

R: Result – what was the result of your action?

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Types of Interview Questions

Case Interview Questions

- Typically used by management consulting firms
- Generally a business problem or estimating exercise designed to make you think on your feet, use logic and common sense
- Consulting organizations want to see that you can structure an answer and perform basic calculations with large numbers
- The objective is not to get it right, but more to demonstrate your ability to solve complex problems and how you think

* From AceTheCase.com

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Types of Interview Questions

Sample Case Interview Questions

A retail bank is wanting to expand its branch network. How would you go about developing a framework or model for determining the optimal locations. Consider the macro perspective, i.e. towns, suburbs and districts rather than specific streets, or blocks.

In a 24-hour day, how many times do the hands of a clock overlap?

* From AceTheCase.com
Types of Interview Questions

Inappropriate Questions

- Based on Ethnicity, Religion, Sexual Orientation, Disability, National Origination/Citizenship etc.
- You are “not” required to answer the question
- Ask employer to rephrase the question
- Protected by laws
Interview Questions Not To Ask

• What does this company do?
  (Do your research ahead of time!)
• Can I change my schedule if I get the job?
  (If you need to figure out the logistics of getting to work, don't mention it now...)
• Did I get the job?
  (Don't be impatient. They'll let you know.)
• How much will I get paid?
  (Wait until you get the offer to discuss/negotiate salary)
Questions To Ask

• Could you describe a typical day or week in this position?
• What are the prospects for growth and advancement?
• What skills and attributes do you value most for someone being hired for this position?
• What is the organization’s plan for the next five years, and how does this department fit in?
• What are the next steps in the interview process?
Salary / Negotiation / Offer Policy
Offer Policy

• Don’t let pressure affect your decision.

DO NOT renege on an offer!

• Resources:
  o Student Handbook/Planner: Page # 40-41
  o RBS OCM Website (Resources section): Offer Acceptance Policy
Negotiating An Offer

- Win-Win Process
- Weigh the pros and cons
- Research industry & salaries:
  - Vault.com
  - WetFeet.com
  - Salary.com
  - Payscale.com
  - Glassdoor.com
Not Just Salary

- Other things to consider:
  - Benefits / Pension
  - Paid Time Off
  - Sign-On Bonus
  - Professional Development / Training
  - Ability for Advancement / Promotion
  - Geography / Location
  - Flexible Hours
  - Mass Transit Expenses
  - Educational Tuition Refund
  - Company Reputation
CONTACT US

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QUESTIONS