

# **TETERBORO SCHOOL OF AERONAUTICS**

## **GRADUATE ASSISTANCE PACKAGE**

### **INTERVIEW TIPS**

Just as you form an impression of someone you first meet, you will have the same occur on an interview. That first minute has a lot to do with how the remaining time will go. Will it be a meeting of old friends, or a war council is up to you.

The 3 things to keep in mind are your appearance, your attitude, and your manners. The person who comes through the door looking fresh and clean goes a long way. A positive attitude can't be replaced by a written piece of paper. Treating another with respect by being on time, as well as using terms like Mr. and Ms., unless they ask you to use their first name, is a winner.

Your appearance should show you've taken the time to impress this person for a job. Personal hygiene, as well as dressing conservatively, presents a professional appearance. Bring a pen, a copy of your resume, work permits if needed. Turn your cell phone off BEFORE you enter the interviewer's office.

Until you attend several interviews, expect to be nervous. Expect the interviewer to ask you a little about yourself. They may ask about items contained in your resume and how they apply to the position you want, such as your skills. They may ask about why you want this position, what you know about the company, when can you start, and other items needed to determine your suitability for the position.

Wait until the person brings up the subject of salary and benefits. They will probably ask if you have any questions concerning those points. There will usually be enough time to answer any questions you have, whether it is salary or job requirements.

## *It's Your Turn: What to Ask an Interviewer-A Yahoo! Hot Jobs Exclusive*

By Erin Hovanec

The interviewer asks you, "Do you have any questions for me?"

You say ... "Yes!"

This is the easiest interview question out there. Always say yes.

Asking questions shows that you're interested in the job. It also gives you a chance to show how knowledgeable you are about the position and the industry. Most important, it lets you highlight why you're the perfect candidate.

You have to choose your questions carefully, though, depending on who's doing the interviewing. An excellent question for a recruiter might be inappropriate for an executive. And you don't want to ask your potential boss something that's best suited for a future coworker.

Also, there are certain questions you should never ask early in the interview process -- no matter whom you're meeting. Don't ask about salary, vacation, 401(k) or anything else that might make you seem more interested in the compensation than the company.

This article shares questions appropriate for every type of interviewer.

### **The Recruiter: The 'Big Picture' Person**

It's the recruiter's job to identify strong candidates and guide them through the hiring process. Think of the recruiter as the "big picture" person. They can give you an overview of the company and the department as a whole. (Save very specific questions about the job for the hiring manager.) The recruiter is also the best person to answer questions about the hiring process.

Some questions to ask the recruiter:

How would you describe the company culture?

What type of employees tend to excel at this company?

Can you tell me more about the interview process?

### **The Hiring Manager: Your Future Boss**

The hiring manager will likely supervise you if you get the job. They're the most knowledgeable people about the position and its requirements. You should direct specific questions about the job, its responsibilities and its challenges to them. You may also want to ask what kind of candidate they're seeking.

Some questions to ask the hiring manager:

What are the most important skills for the job?

How would you describe your ideal candidate?

What's a common career path at the company for someone in this role?

### **The Executive: The Industry Expert**

Senior managers and executives are likely to be most knowledgeable about the latest happenings in their industry. If you'll be working closely with an executive, you can ask them some specifics about the job. But you should focus most of your questions on the future of the company and the industry. This is your chance to show off your industry knowledge!

Some questions to ask a senior manager or executive:

How do you think this industry will change in the next five years?

What do you think gives this company an edge over its competitors?

What's the company's biggest challenge? How is it planning to meet that challenge?

### **The Coworker: The Straight-Talker**

Some interviews will also include a meeting with a potential coworker -- the interviewer most likely to "tell it how it is." A potential colleague may be most candid about the job, its challenges and the work environment. However, don't expect inside information -- and certainly don't ask for it.

Some questions to ask a potential coworker:

What's a typical day like in the department?

How would you describe the work environment at the company?

What's the most enjoyable part of your job? What's the most challenging part?

How would you describe your ideal candidate?

What's a common career path at the company for someone in this role?

## TEN TRICKS TO ACING THE INTERVIEW

*Kate Lorenz, CareerBuilder.com Editor*

Once you have been able to successfully present yourself on paper with a resume and cover letter, it's time to make your case in person. Job interviews, short or long, can be daunting for even the most confident applicant. But interviews can be manageable and even enjoyable if you are prepared. If you have a big interview coming up, it's time to stop fretting and start prepping. Here are 10 tips that will help get you on the right path to knocking their socks off.

**1. Do your research.** You need to be prepared to demonstrate that you have solid knowledge of the company, its business and its challenges. Do a news search, read its recent press releases and annual report, and talk to others. Chances are you will be asked the important question, "Why do you want to work for our company?" or "What do you know about our business?" Failing to show that you have done your research will tell your interviewer you didn't care enough to take the time to prepare.

**2. Shut up and listen!** While you will be anxious to tell the interviewer all about your professional career, don't be so chatty that you miss important signals and messages from the other person. You'll need to present your story in the context of what the interviewer is looking for. Listen for clues and adjust.

**3. Remember what's in your resume and cover letter.** "Sometimes, especially at an initial screening, the interviewer will ask you questions simply to gauge the accuracy of your resume and cover letter," writes Richard Fein in his book *95 Mistakes Job Seekers Make...and How to Avoid Them*. "If you have forgotten what you wrote, you will lose a great deal of credibility." Re-read your resume before you go to your interview and be able to talk intelligently about anything and everything included.

**4. Know how your qualifications relate to the company's needs.** It is not enough to just be prepared to talk about your skills and qualifications. You need to relate your skills to the company's needs. Examine the job description before the interview. Then identify the skills needed for the job and think of how your qualifications relate to those skills. Fein suggests making a chart with two columns, one for skills and qualifications the company is seeking and the other for an example of how, when and where you demonstrated those characteristics or skills.

**5. Don't forget to prepare for telephone prescreen interviews.** Prepare in advance for phone prescreen interviews just as much as you would any other interview opportunity. Fein suggests having a list of questions ready, having your resume handy and getting yourself excited about the conversation. "Your energy and friendliness in your voice send a message, just as body language would at a face-to-face interview."

**6. Practice.** The best way to be prepared for an interview once you have done your research is practice. Think about potential interview questions such as "Tell me about yourself," "Why are you leaving your current employer?" and "Why should we hire you?" You should also be prepared for behavioral questions, such as "Tell me about a time when you had a problem at

work and came up with a way to solve it." Developing answers ahead of time will keep you from hemming and hawing during the interview.

**7. Save the salary talk for later.** Discussing money is always tricky, and it is best to save the talk about salary for later, once you have received an offer. Fein suggests letting the interviewer know that you are certain the company will offer a fair salary or giving a range if you are pressed for a number.

**8. Have a list of questions for the interviewer.** Almost every interview will end with this question: "So, do you have any questions for us?" Fein says that one of the biggest mistakes job seekers make is not being prepared to answer this. Be sure to develop a list of questions to ask before you go to the interview. Do not ask questions that are clearly answered on the employer's Web site and/or in any literature provided by the employer to you in advance. Instead, ask specific questions like "What is the organization's plan for the next five years, and how does this department fit in?" or "Could you explain your organizational structure?"

**9. Be confident.** "Everyone needs to remember that an interview is a business meeting between professionals," says Fein. "The company needs an employee, and you need a job." If you are in for an interview, the company has seen something in you that is attractive. Now you just need to believe in yourself and let your talents shine.

**10. Follow up.** Your best-laid interview plans will go to waste if you neglect to follow up with your interviews. Send a thank-you letter immediately after your interview that reiterates positive characteristics about yourself and, if possible, refers to some part of your conversation.

*Richard Fein is a nationally recognized expert in career and job search issues. He is the director of placement at the University of Massachusetts (Amherst) School of Management. He is the author of career advice books including '101 Quick Tips for a Dynamite Resume' and '95 Mistakes Jobseekers Make...and How to Avoid Them' (Impact Publications).*

## SUGGESTED POINTS TO REMEMBER

- Keep checking the school's Web page for job postings. The latest openings received are listed last but other posted openings are revised. Read all postings.
- Keep the cover letter to one page of no more than three paragraphs.
- Keep the resume to one page.
- Direct the resume to each individual job or opening.
- Stay away from objectives such as "A job as an Aviation Maintenance technician or other opening needing comparable skills".
  - Instead use the positive "A position in aircraft maintenance offering a challenging career opportunity".
- Never, ever lie on an application or resume.
- Keep a file of who and where you have applied to and for what positions.
- If you are asked at the interview about performing maintenance on aircraft, answer honestly.
  - If you don't know the answer, say, "I would check with the Lead... Supervisor... check the manual... before starting the job". Do not give the appearance you would experiment with maintaining an aircraft.
- Know something about the company you are applying to.
- Be careful of dangerous questions.
  - Rather than starting off with vacation and personal time, ask about training, advancement, or responsibility.
- Being nervous on an interview is normal.
- Common interviewer questions and answers
  - Why do you want to work for this company? "I believe this company is a good company with good people and I think that it offers me a great opportunity to be successful".
  - Are you willing to relocate? "Yes I'm willing to relocate when I am hired".
  
- Remember that interviewers will be influenced by your positive and certain answers and the questions you ask. If you seem certain and positive, you are helping them to make the decision in your favor. Help the interviewer give you the job.
- If you are offered a job, you will most likely be required to provide a urinalysis sample, as well as performing a mechanic's test. This test is to check your general knowledge of hardware, safetywiring, ATA Specifications, riveting procedures, and system components.

## **Ten Mistakes New Graduates Make In Their Job Search** by Ann-Marie Partin, Recruiting Specialist, Air Wisconsin

1. Place a date on your resume of FAA Certification. Put a pending date if uncertified.
  - The amount of time necessary to get certified reflects your commitment to this career
2. Make it seem you are reliable by not having a lot of gaps in employment. Lump similar jobs together.
3. Customize the resume for the position you want.
  - Make a long resume if needed (3-4 pages) and delete what's not needed for job.
4. Be professional by giving a good voicemail number so you can be reached.
  - Use your name in greeting, change/delete ringtones, you not children voices
5. Follow application instructions to the letter-Complete, only what they ask for.
6. You can ask what is the next step which shows a take charge attitude in the process.
  - Ask permission if you can follow up and set an appointment to follow up.
7. Call if you are going to be late or need to reschedule.
  - Just don't make it at the last moment-before the appointment date or time.
8. Be honest.
  - If there's a skeleton, take the time now to write an explanation. You don't want to get emotional at the interview. There may be room to explain on the application.
9. Explain your 10 year background-yes, elementary school counts
  - Be ready to pass a drug screen at any time
  - Ask questions about the job and company, even if you aren't going to take the job.
10. Consider the whole pay/benefits package, especially if someone else is involved (spouse, significant other)
  - Dollars per hour vs. income
    - Medical costs
    - Retirement
    - Uniform Cleaning
    - Time Off
    - Tool Allowance
    - Educational Allowance
  - Quality of living
  - Working conditions
  - Career advancement potential