

***Excellence in Business Communication, 12e (Thill/Bovee)***  
**Chapter 16 Applying and Interviewing for Employment**

- 1) The best approach for an application letter depends on
- A) how much you need to stand out from other applicants.
  - B) whether or not your résumé is up to date.
  - C) how long you have been on the job market.
  - D) whether you are sending a solicited letter or an unsolicited letter.
  - E) your relationship with the person you are writing to.

Answer: D

Explanation: D) The best approach for an application letter depends on whether you are applying for an identified job opening or are prospecting—taking the initiative to write to companies even though they haven't announced a job opening that is right for you. In many ways, the difference between the two is like the difference between solicited and unsolicited proposals.

LO: 16.1: Explain the purposes of application letters and describe how to apply the AIDA organizational approach to them.

AACSB: Written and oral communication

Difficulty: Easy

Classification: Application

Learning Outcome: Explain how to plan, write and complete a résumé and an application letter

- 2) When you're writing an application letter to accompany your résumé,
- A) use text-messaging jargon and emoticons to show that you're tech-savvy.
  - B) remember that most employers won't bother to read it.
  - C) use it as a free-form way to convey your career aspirations.
  - D) treat it with same care that you took with your résumé.
  - E) outline the job, benefits and salary range you are seeking.

Answer: D

Explanation: D) Always accompany your résumé with an application letter (printed, email, or online). Treat it with same care that you took with your résumé because it's "a writing-skills evaluation in disguise." Even a single error can remove you from contention for a job.

LO: 16.1: Explain the purposes of application letters and describe how to apply the AIDA organizational approach to them.

AACSB: Written and oral communication

Difficulty: Easy

Classification: Conceptual

Learning Outcome: Explain how to plan, write and complete a résumé and an application letter

3) Unsolicited application letters to prospective employers

A) require more research than solicited letters.

B) allow a clear target to focus on.

C) should repeat key pieces of information from the résumé.

D) identify what the organization is doing wrong and how you can contribute to its success.

E) need to be more gimmicky than solicited application letters.

Answer: A

Explanation: A) Because you are trying to anticipate the potential employer's needs without the guidance of a job posting or position description, composing an unsolicited application letter may require more time and effort than solicited letters. Nevertheless, it's good practice to include an application letter with every résumé you send out.

LO: 16.1: Explain the purposes of application letters and describe how to apply the AIDA organizational approach to them.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Conceptual

Learning Outcome: Explain how to plan, write and complete a résumé and an application letter

4) Compared to writing a solicited application letter, composing an unsolicited application letter is

A) much easier.

B) much more difficult.

C) equally challenging.

D) most effective when you use passive verbs entirely.

E) most effective when you use only complex sentences.

Answer: B

Explanation: B) Because you do not have the guidance of a job posting or position description when composing an unsolicited application letter, it can be more challenging to write than a solicited application letter. Do your research and try to anticipate the company's needs.

LO: 16.1: Explain the purposes of application letters and describe how to apply the AIDA organizational approach to them.

AACSB: Written and oral communication

Difficulty: Easy

Classification: Conceptual

Learning Outcome: Explain how to plan, write and complete a résumé and an application letter

- 5) You'll impress prospective employers with your application letter if you
- A) use a flashy, colorful layout.
  - B) show that you know something about the company and its marketplace.
  - C) use a personal, "chummy" tone.
  - D) state up front that no other applicants could possibly compare to you.
  - E) show the employer the value they will get when hiring you at a lower than average salary.

Answer: B

Explanation: B) Do as much research on your prospective employer as possible. Show that you can take initiative in your job search and that you have a background in the field in which you desire to find employments. Your knowledge will do much more to recommend you than any unsupported statements you may make about yourself.

LO: 16.1: Explain the purposes of application letters and describe how to apply the AIDA organizational approach to them.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Conceptual

Learning Outcome: Explain how to plan, write and complete a résumé and an application letter

- 6) The best salutation for an application letter is
- A) "Dear Hiring Manager."
  - B) "To Whom It May Concern."
  - C) one that addresses a specific individual by name.
  - D) "Dear Sir or Madam."
  - E) one that is very informal, such as, "Hi."

Answer: C

Explanation: C) If the name of an individual manager is available, address your letter to that person, rather than something generic or informal. Search online and ask people who may know to find the right name. If another applicant finds a name and you don't, you're at a disadvantage.

LO: 16.1: Explain the purposes of application letters and describe how to apply the AIDA organizational approach to them.

AACSB: Written and oral communication

Difficulty: Easy

Classification: Conceptual

Learning Outcome: Explain how to plan, write and complete a résumé and an application letter

7) When it comes to length, an application letter should

A) be at least two pages long, since it shows the prospective employer that you write well and are serious.

B) be no more than a single paragraph.

C) contain one paragraph for every 5 years of full-time employment.

D) be short—no more than three paragraphs.

E) be long enough to cover everything that appears on your résumé.

Answer: D

Explanation: D) Because the purpose of an application letter is simply to move the conversation forward, toward an interview, keep it short and direct. It is an expansion of your résumé, not a complete replica of it. Three paragraphs is a good length to aim for.

LO: 16.1: Explain the purposes of application letters and describe how to apply the AIDA organizational approach to them.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Conceptual

Learning Outcome: Explain how to plan, write and complete a résumé and an application letter

8) Because application letters are \_\_\_\_\_ messages, the AIDA approach is ideally suited for them.

A) positive

B) negative

C) persuasive

D) routine

E) personal

Answer: C

Explanation: C) You are trying to persuade the person reading your application to take you to the next step in the hiring process, so use the AIDA approach: get the reader's attention, build interest, increase desire, and motivate them to action.

LO: 16.1: Explain the purposes of application letters and describe how to apply the AIDA organizational approach to them.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Synthesis

Learning Outcome: Explain how to plan, write and complete a résumé and an application letter

- 9) Which of the following would be the best opening sentence for a solicited application letter?
- A) "I am clearly the best person for the job you've advertised."
  - B) "I'm sure you get these letters all the time, but I hope you'll read mine carefully."
  - C) "I want a job, and you've got one that I could do."
  - D) "Based on your company's remarkable growth over the past three years, I can appreciate your need for highly qualified and experienced sales personnel."
  - E) "My entire life I have dreamed about working in a job such as this."

Answer: D

Explanation: D) Make sure your application letter is not highly focused on your own wants and needs in your job search. The opening paragraph of your application letter needs to convey the reason you're writing and give the recipient a compelling reason to keep reading. Try to anticipate your potential employer's needs.

LO: 16.1: Explain the purposes of application letters and describe how to apply the AIDA organizational approach to them.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Application

Learning Outcome: Explain how to plan, write and complete a résumé and an application letter

- 10) In the opening paragraph of an application letter, it is vital to
- A) indicate what you are looking for in a dream job, and how the open position matches your goals.
  - B) identify the position you are applying for and your salary range.
  - C) explain how you can help the company meet its needs.
  - D) let the employer know highlights from your résumé.
  - E) make sure the employer understands that you need a response within 24 hours.

Answer: C

Explanation: C) The opening paragraph of your application letter must accomplish two essential tasks: (1) explaining why you are writing and (2) giving the recipient a reason to keep reading by demonstrating that you have some immediate potential for meeting the company's needs.

LO: 16.1: Explain the purposes of application letters and describe how to apply the AIDA organizational approach to them.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Conceptual

Learning Outcome: Explain how to plan, write and complete a résumé and an application letter

- 11) In the middle section of a job application letter, you should
- A) present your strongest selling points in terms of their potential benefit to the organization.
  - B) give your entire work history, in case the employer doesn't review your résumé.
  - C) address your shortcomings and stress that you're willing to learn.
  - D) state your minimum salary requirements, even if the employer has not requested them.
  - E) ask for an interview and include your contact information.

Answer: A

Explanation: A) In the middle section, build your reader's interest in you as a job candidate. Present what you can do to benefit the company; support your assertions with strong reasoning and evidence.

LO: 16.1: Explain the purposes of application letters and describe how to apply the AIDA organizational approach to them.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Conceptual

Learning Outcome: Explain how to plan, write and complete a résumé and an application letter

- 12) In the Interest and Desire sections of a solicited application letter, discussing each requirement specified in the job ad

- A) will reduce your chances of getting an interview.
- B) is unnecessary as long as you refer to the ad in some specific way.
- C) is helpful as long as you clearly identify those that you do not meet.
- D) is harmful if the position requires creativity or innovation.
- E) helps demonstrate your understanding of the employer's needs.

Answer: E

Explanation: E) Show that you have done your research, and that you possess specific skills that will address the needs that the potential employer currently has. Instead of focusing on needs you may not be able to address, emphasize other skills you have that will add value to the company.

LO: 16.1: Explain the purposes of application letters and describe how to apply the AIDA organizational approach to them.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Conceptual

Learning Outcome: Explain how to plan, write and complete a résumé and an application letter

- 13) In the final paragraph of your application letter you should
- A) show the reader that you're a contender and demand an interview.
  - B) close with a quote from your favorite philosopher or poet.
  - C) request an interview and provide contact information.
  - D) include information about extracurricular activities to show how well-rounded you are.
  - E) thank the reader in advance for interviewing you.

Answer: C

Explanation: C) The final paragraph of your application letter has two important functions: to ask the reader for a specific action (usually an interview) and to facilitate a reply.

LO: 16.1: Explain the purposes of application letters and describe how to apply the AIDA organizational approach to them.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Conceptual

Learning Outcome: Explain how to plan, write and complete a résumé and an application letter

14) If your application letter and résumé fail to bring a response within a week or so after the position close date,

- A) let the CEO of the company know that you're being mistreated.
- B) follow up by email or telephone.
- C) cross this particular job possibility off your list.
- D) send another copy of your application letter and résumé.
- E) assume that the employer has offered the job to someone else.

Answer: B

Explanation: B) Following up after you send your application letter and résumé is a professional approach to showing initiative. If the job posting indicates not to call or identifies a close date, however, follow the directions of the company. If no close date is given and you have no other information to suggest a timeline, you can generally contact the company starting a week or two after submitting your résumé.

LO: 16.1: Explain the purposes of application letters and describe how to apply the AIDA organizational approach to them.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Conceptual

Learning Outcome: Explain how to plan, write and complete a résumé and an application letter

15) After sending your application letter and résumé in response to a job posting that lists a close date, you should

- A) always call the employer prior to that date to see if your materials have been reviewed.
- B) email the employer on the morning of the close date to reiterate your interest in the job.
- C) avoid following up with the employer before that date.
- D) wait until the day after the close date and then call the employer to see where you stand.
- E) call the employer and do all you can to set up an interview prior to that date.

Answer: C

Explanation: C) An employer will issue a close date to indicate that material for applications under consideration will still be accepted until that time, so interviews may not be scheduled until after that date. Give the employer time to finish evaluating applications before you contact them with a follow-up.

LO: 16.1: Explain the purposes of application letters and describe how to apply the AIDA organizational approach to them.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Conceptual

Learning Outcome: Explain how to plan, write and complete a résumé and an application letter

16) Accompany your résumé with a \_\_\_\_\_ when you're responding to an advertised job opening.

- A) message of inquiry
- B) follow-up message
- C) message of intent
- D) solicited application message
- E) prospective application message

Answer: D

Explanation: D) When you're responding to an advertised job opening, send a solicited application message along with your résumé.

LO: 16.1: Explain the purposes of application letters and describe how to apply the AIDA organizational approach to them.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Application

Learning Outcome: Explain how to plan, write and complete a résumé and an application letter



17) When you're preparing an application letter, remember that \_\_\_\_\_ must clearly state your reason for writing and give the recipient a compelling reason to keep reading.

- A) the subject line
- B) the opening paragraph
- C) the closing paragraph
- D) the second paragraph
- E) the salutation

Answer: B

Explanation: B) The opening paragraph of your application letter must convey the reason you're writing and give the person who received the letter a good reason to keep reading.

LO: 16.1: Explain the purposes of application letters and describe how to apply the AIDA organizational approach to them.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Application

Learning Outcome: Explain how to plan, write and complete a résumé and an application letter

18) An unsolicited job application letter should begin with a statement designed to get the reader's attention.

Answer: TRUE

Explanation: Try to catch the attention of your reader from the beginning when composing an unsolicited application letter. Identify how you can fulfill the needs of the company to which you are applying.

LO: 16.1: Explain the purposes of application letters and describe how to apply the AIDA organizational approach to them.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Conceptual

Learning Outcome: Explain how to plan, write and complete a résumé and an application letter

19) In the middle part of an application letter, you should indicate your salary range and potential benefits to your employer.

Answer: FALSE

Explanation: Use the middle section of your application letter to expand on the elements of your opening and present a more complete picture of your strengths by offering specific examples of your skills and abilities.

LO: 16.1: Explain the purposes of application letters and describe how to apply the AIDA organizational approach to them.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Conceptual

Learning Outcome: Explain how to plan, write and complete a résumé and an application letter

20) Briefly explain the primary differences between solicited application letters and unsolicited application letters.

Answer: Whereas a solicited application letter is written in response to an announced job opening, an unsolicited letter is sent to an organization that has not announced an opening. Writing unsolicited letters is more challenging because you don't have a position announcement from which to work.

An unsolicited application letter is more challenging because you must identify the qualities the company would likely be looking for in the position you would like to get, so you need to tailor your approach accordingly. Either way, it is a good habit to include an application letter with every résumé you send out.

LO: 16.1: Explain the purposes of application letters and describe how to apply the AIDA organizational approach to them.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Conceptual

Learning Outcome: Explain how to plan, write and complete a résumé and an application letter

21) Explain the function of each phase of an application letter written in the AIDA format.

Answer: (1) Getting attention: The opening paragraph of your application letter has two important jobs to do: clearly stating your reason for writing and giving the recipient a reason to keep reading. (2) Building interest and increasing desire: The middle section of the application letter presents your strongest selling points in terms of their potential benefit to the organization, thereby building interest in you and creating a desire to interview you. (3) Motivating action: The final paragraph of your application letter has two important functions: to ask the reader for a specific action and to facilitate a reply. In almost all cases, the action you request is an interview.

LO: 16.1: Explain the purposes of application letters and describe how to apply the AIDA organizational approach to them.

AACSB: Written and oral communication

Difficulty: Difficult

Classification: Conceptual

Learning Outcome: Explain how to plan, write and complete a résumé and an application letter

22) Most employers interview an applicant \_\_\_\_\_ before deciding to make a job offer.

- A) once
- B) multiple times
- C) via email
- D) at job fairs
- E) via Skype or other online method.

Answer: B

Explanation: B) The interview process for many companies can involve multiple stages, including a screening stage, a selection stage, and a final stage. These interviews can occur in multiple forms, from in-person interviews to telephone calls, Skype calls, or computer-based screening systems.

LO: 16.2: Describe the typical sequence of job interviews, the major types of interviews, and the attributes employers look for during an interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Conceptual

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

23) Employers use preliminary screening interviews to

- A) find out as much as possible about each job candidate.
- B) administer pre-employment profiles and drug tests.
- C) filter out applicants who're not a good fit for the job.
- D) make on-the-spot offers to the best candidates.
- E) determine what they can expect from potential job candidates.

Answer: C

Explanation: C) Employers start with the screening stage, in which they filter out applicants who are unqualified or otherwise not a good fit for the position. Screening can take place on your school's campus, at company offices, via telephone (including Skype or another Internet-based phone service), or through a computer-based screening system.

LO: 16.2: Describe the typical sequence of job interviews, the major types of interviews, and the attributes employers look for during an interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Critical Thinking

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

24) During a screening interview, your best approach is to

- A) ask as many questions as possible.
- B) keep your answers short, but offer key points that set you apart from other candidates.
- C) expand on your answers as much as possible so that the interviewer knows you are at ease.
- D) keep as low a profile as you can; this is not the time to try to differentiate yourself from other candidates.
- E) ask for feedback on how you compare to other candidates.

Answer: B

Explanation: B) Time is limited in screening interviews, so keep your answers short while providing a few key points that confirm your fit for the position. If your screening interview will take place by phone, try to schedule it for a time when you can be focused and free from interruptions.

LO: 16.2: Describe the typical sequence of job interviews, the major types of interviews, and the attributes employers look for during an interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Critical Thinking

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

25) The employer's goal in the initial screening interview is to

- A) find your greatest strengths in depth.
- B) filter out applicants who are not a good fit for the position.
- C) make offers to the best candidates.
- D) learn as much detail as possible about candidates.
- E) determine how interested candidates really are in the position.

Answer: B

Explanation: B) Employers start with the screening stage, in which they filter out applicants who are unqualified or otherwise not a good fit for the position.

LO: 16.2: Describe the typical sequence of job interviews, the major types of interviews, and the attributes employers look for during an interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Critical Thinking

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

26) The second stage of interviews (following screening) is the \_\_\_\_\_ stage.

- A) in-depth
- B) narrowing
- C) exploration
- D) elimination
- E) selection

Answer: E

Explanation: E) The selection stage may involve more detailed and comprehensive interviews than the screening stage. During the selection stage, continue to show how your skills and attributes can help the company.

LO: 16.2: Describe the typical sequence of job interviews, the major types of interviews, and the attributes employers look for during an interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Conceptual

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

27) In the selection stage of an interview, your best approach is to

- A) stick to brief yes and no answers to the interview questions.
- B) relate your training and experience to the organization's needs.
- C) inquire about salary and benefits.
- D) press for an immediate decision on whether or not to hire you.
- E) call the employer to explain what the organization does and how you can help support those goals.

Answer: B

Explanation: B) Focus on how you can bring value and offer skills that will benefit the company. Offer examples of how you have provided professional support in the past that relates to the needs of your potential employer and ask insightful questions that reflect the research you have done on the company and its industry.

LO: 16.2: Describe the typical sequence of job interviews, the major types of interviews, and the attributes employers look for during an interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Critical Thinking

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

- 28) If you are asked back for a final job interview, you should expect the interviewer to focus on
- A) your previous job experience.
  - B) selling you on the advantages of joining the organization.
  - C) your educational background.
  - D) checking your references.
  - E) concerns with whether or not you will truly be a good fit for the organization.

Answer: B

Explanation: B) The final stage of the interviewing process often involves the potential employer presenting the benefits of accepting the job to which you are applying. The previous stages will have dealt with your experience, educational background, references, and evaluation of fit for the company.

LO: 16.2: Describe the typical sequence of job interviews, the major types of interviews, and the attributes employers look for during an interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Critical Thinking

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

- 29) Interviews in which the interviewer adapts his or her line of questioning based on the answers you give and any questions you ask are known as \_\_\_\_\_ interviews.

- A) free-flowing
- B) creative
- C) screening
- D) unhindered
- E) open-ended

Answer: E

Explanation: E) Open-ended interviews are guided by your answers to the interviewer's questions. In contrast, structured interviews involve a series of pre-determined questions that allow the interviewer to compare answers from multiple candidates.

LO: 16.2: Describe the typical sequence of job interviews, the major types of interviews, and the attributes employers look for during an interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Conceptual

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

30) In a(n) \_\_\_\_\_, the candidate meets with several interviewers at once.

- A) panel interview
- B) open-ended interview
- C) team interview
- D) collaborative interview
- E) behavioral interview

Answer: A

Explanation: A) Because panel interviews involve multiple interviewers, try to make a connection with each of them as you answer their questions. In contrast, a group interview involves multiple job candidates being interviewed by a single interviewer.

LO: 16.2: Describe the typical sequence of job interviews, the major types of interviews, and the attributes employers look for during an interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Application

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

31) \_\_\_\_\_ interviews allow one or more interviewers to meet with several candidates simultaneously and to observe how the candidates interact with potential peers.

- A) Panel
- B) Group
- C) Team
- D) Collaborative
- E) Stress

Answer: B

Explanation: B) A group interview involves multiple job candidates being interviewed by a single interviewer. These interviews are often designed to indicate how candidates interact with one another, because the candidates may be potential peers.

LO: 16.2: Describe the typical sequence of job interviews, the major types of interviews, and the attributes employers look for during an interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Critical Thinking

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

32) Interviews in which job candidates are asked how they would respond to various hypothetical situations on the job are known as \_\_\_\_\_ interviews.

- A) stress
- B) structured
- C) behavioral
- D) situational
- E) working

Answer: D

Explanation: D) Situational interviews involve responding to questions about possible scenarios that could arise in the workplace. It is helpful to research the company and the position to which you are applying so that you can prepare for this type of interview.

LO: 16.2: Describe the typical sequence of job interviews, the major types of interviews, and the attributes employers look for during an interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Application

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

33) Questions such as, "What is one job-related achievement that best illustrates your work ethic?" are likely to be asked during a \_\_\_\_\_ interview.

- A) structured
- B) stress
- C) behavioral
- D) situational
- E) working

Answer: C

Explanation: C) In a behavioral interview, you will be asked to reflect on your past performance, in order to illustrate a skill or ability. In a situational interview, you will be asked to respond to questions about hypothetical scenarios that may arise in the workplace for the position to which you are applying.

LO: 16.2: Describe the typical sequence of job interviews, the major types of interviews, and the attributes employers look for during an interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Critical Thinking

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview



34) In a working interview,

- A) the candidate meets with an interviewer as the interviewer performs normal duties.
- B) no questions are asked—the candidate simply shows up and begins working so that those involved with the hiring decision can evaluate him or her.
- C) interviewers avoid asking about anything other than work: hobbies and other personal matters are not addressed.
- D) the candidate "shadows" several employees, and is asked to explain which job seems best and why.
- E) the candidate actually performs a job-related activity during the interview.

Answer: E

Explanation: E) A working interview simulates the actual conditions of the workplace for the position to which you are applying. A candidate may be asked to lead a brainstorming session, solve a business problem, engage in role-playing, or make a presentation.

LO: 16.2: Describe the typical sequence of job interviews, the major types of interviews, and the attributes employers look for during an interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Critical Thinking

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

35) Which type of interview would be likely to include a question such as, "You seem wholly unqualified for this job, and your answers have been terrible so far. Why should we continue with this?"

- A) Stress
- B) Structured
- C) Screening
- D) Situational
- E) Panel

Answer: A

Explanation: A) Stress interviews test the applicant's ability to handle stress or unpleasant feedback. Strategies in this type of interview may include silence, criticism, interruptions, or hostile reactions from the interviewer.

LO: 16.2: Describe the typical sequence of job interviews, the major types of interviews, and the attributes employers look for during an interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Critical Thinking

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

- 36) When you're participating in a video interview with a prospective employer,
- A) make eye contact with the camera.
  - B) concentrate on your computer screen.
  - C) read from a carefully prepared script.
  - D) dim the lights in the room to minimize glare.
  - E) remember to dress for an interview from the waist up.

Answer: A

Explanation: A) In a video interview, remember to sit up straight and focus on the camera.

LO: 16.2: Describe the typical sequence of job interviews, the major types of interviews, and the attributes employers look for during an interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Critical Thinking

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

37) Employers use structured questionnaires, tests, and sophisticated job simulations during interviews because these tools

- A) guarantee that every candidate, regardless of position applying for, has been interviewed in the exact same way as every other candidate.
- B) can be administered during job fairs and other external recruiting events.
- C) reduce the risk of favoritism.
- D) can closely mimic actual job skills.
- E) are less expensive than other hiring practices.

Answer: D

Explanation: D) Online interviews can range from simple structured questionnaires and tests to sophisticated job simulations that are similar to working interviews. These simulations help identify good candidates, give applicants an idea of what the job is like, and reduce the risk of employment discrimination lawsuits because they closely mimic actual job skills.

LO: 16.2: Describe the typical sequence of job interviews, the major types of interviews, and the attributes employers look for during an interview.

AACSB: Written and oral communication

Difficulty: Difficult

Classification: Critical Thinking

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

38) In general, employers are looking for two things: proof that a candidate can handle the responsibilities of the position and

- A) excellent references.
- B) high employment test scores.
- C) evidence that the person will fit in with the organization.
- D) long-term commitment to the organization.
- E) evidence of a long-term commitment.

Answer: C

Explanation: C) While many variables enter into a potential employer's hiring decisions, two major areas under consideration are the candidate's ability to handle the responsibilities of the job, and the candidate's ability to fit in well with the organization.

LO: 16.2: Describe the typical sequence of job interviews, the major types of interviews, and the attributes employers look for during an interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Conceptual

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

39) If you're asked to submit to alcohol testing and drug screening during the hiring process, remember that

- A) only government agencies can require those tests.
- B) a majority of companies require them of all applicants.
- C) what you do in your free time will not affect your on-the-job performance.
- D) the Supreme Court has determined that they violate workplace privacy laws.
- E) companies with fewer than 500 employees cannot legally perform them.

Answer: B

Explanation: B) Most companies perform some level of drug and alcohol testing for the following reasons: to promote workplace safety, maintain productivity, and forestall lawsuits.

LO: 16.2: Describe the typical sequence of job interviews, the major types of interviews, and the attributes employers look for during an interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Conceptual

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

40) Employers use \_\_\_\_\_ tests to measure a variety of attributes involved in acquiring, processing, analyzing, using, and remembering information.

- A) integrity
- B) personality
- C) job skills
- D) mental capacity
- E) cognitive

Answer: E

Explanation: E) Cognitive tests measure mental ability in a variety of areas. Some examples of these kinds of tests include ones that test capability in reading comprehension, mathematics, problem solving, and decision making.

LO: 16.2: Describe the typical sequence of job interviews, the major types of interviews, and the attributes employers look for during an interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Conceptual

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

41) Your goal during the interview process should be

- A) to get an offer.
- B) to find the right match for your goals and capabilities.
- C) to find the position that pays the most.
- D) to fill an available job opening.
- E) to look first to the largest companies for job openings, then consider smaller companies if those don't work out.

Answer: B

Explanation: B) An employment interview is a meeting during which both you and the prospective employer ask questions and exchange information. The employer's objective is to find the best talent to fill available job openings, and your objective is to find the right match for your goals and capabilities.

LO: 16.2: Describe the typical sequence of job interviews, the major types of interviews, and the attributes employers look for during an interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Conceptual

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

42) An employment interview is

- A) an unstructured dialogue with a representative from a potential employer.
- B) an easy way for you to learn about the company's operations and markets.
- C) a formal meeting during which you and the interviewer ask questions and exchange information.
- D) a session in which the interviewer talks and you listen.
- E) a well-rehearsed exchange of information between peers.

Answer: C

Explanation: C) An employment interview is a formal meeting in which you and a potential employer ask questions and exchange information.

LO: 16.2: Describe the typical sequence of job interviews, the major types of interviews, and the attributes employers look for during an interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Synthesis

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

43) During a behavioral interview, you'll be asked to

- A) answer a specific sequence of questions.
- B) perform work-related tasks in a simulated workplace environment.
- C) deal with a number of questions intended to upset you.
- D) relate specific incidents or experiences from your past.
- E) observe a focus group and then respond to questions about what you saw.

Answer: D

Explanation: D) In a behavioral interview, you'll be asked to describe how you handled situations from your past.

LO: 16.2: Describe the typical sequence of job interviews, the major types of interviews, and the attributes employers look for during an interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Application

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

44) During \_\_\_\_\_, the interviewer will adapt the line of questioning according to the answers you give and the questions you ask.

- A) a structured interview
- B) a behavioral interview
- C) a situational interview
- D) an open-ended interview
- E) an informational interview

Answer: D

Explanation: D) In an open-ended interview, the interviewer adapts his or her questions based on the answers you give and the questions you ask.

LO: 16.2: Describe the typical sequence of job interviews, the major types of interviews, and the attributes employers look for during an interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Critical Thinking

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

45) During the selection stage of the interview processes, you should

- A) ask the interviewer when you can start the job.
- B) differentiate yourself from the other candidates.
- C) allow the interviewer to ask all of the questions.
- D) monopolize the conversation by telling your favorite stories.
- E) relate your skills and experience to the organization's needs.

Answer: E

Explanation: E) During the selection stage, show that you're interested in the job, relate your skills and experience to the organization's needs, listen attentively, and ask insightful questions.

LO: 16.2: Describe the typical sequence of job interviews, the major types of interviews, and the attributes employers look for during an interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Critical Thinking

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

46) Most employers interview an applicant once before deciding whether to offer a person a job.

Answer: FALSE

Explanation: Most employers interview an applicant multiple times before deciding to make a job offer. At the most selective companies, you might have a dozen or more individual interviews across several stages. Depending on the company and the nature of the job itself, the process may stretch out over many weeks, or it may be completed in a matter of days.

LO: 16.2: Describe the typical sequence of job interviews, the major types of interviews, and the attributes employers look for during an interview.

AACSB: Written and oral communication

Difficulty: Easy

Classification: Conceptual

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

47) One challenge in a screening interview is to keep your answers short while distinguishing yourself from other candidates.

Answer: TRUE

Explanation: During the screening phase, interviewers ask a large number of candidates to respond to pre-set questions. You won't have much time, so keep your answers short while providing a few key points that differentiate you from other candidates.

LO: 16.2: Describe the typical sequence of job interviews, the major types of interviews, and the attributes employers look for during an interview.

AACSB: Reflective thinking

Difficulty: Moderate

Classification: Conceptual

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

48) You should prepare for a video interview in much the same way you would prepare for an in-person interview.

Answer: TRUE

Explanation: Video interviews and face-to-face interviews often follow a similar pattern. Dress as a business professional and be ready to answer typical interview questions, as well as ask your own questions.

LO: 16.2: Describe the typical sequence of job interviews, the major types of interviews, and the attributes employers look for during an interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Conceptual

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

49) When you're applying for jobs, assume that potential employers will search online to learn more about you.

Answer: TRUE

Explanation: Today's employers screen job candidates through online searches, so manage your online persona carefully.

LO: 16.2: Describe the typical sequence of job interviews, the major types of interviews, and the attributes employers look for during an interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Conceptual

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

50) Explain the dual purposes of employment interviews.

Answer: The organization is trying to find the best person available for the job, while the applicant is trying to find the best job for his or her goals and capabilities.

Because the organization with the position opening has a need, you will maximize your chances of landing the job if you focus on indicating how you can address and fulfill that need as an employee.

LO: 16.2: Describe the typical sequence of job interviews, the major types of interviews, and the attributes employers look for during an interview.

AACSB: Reflective thinking

Difficulty: Moderate

Classification: Conceptual

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

51) What are the two primary goals of screening interviews?

Answer: Screening interviews, such as those on college campuses, are a means of eliminating unqualified applicants and identifying promising candidates.

The interview process for many companies can involve multiple stages, including a screening stage, a selection stage, and a final stage. Screening interviews can occur in multiple forms, from in-person interviews to telephone calls, Skype calls, or computer-based screening systems.

LO: 16.2: Describe the typical sequence of job interviews, the major types of interviews, and the attributes employers look for during an interview.

AACSB: Reflective thinking

Difficulty: Moderate

Classification: Conceptual

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview



52) What should a job candidate strive to achieve during a selection interview?

Answer: Show keen interest in the job, relate your skills and experience to the organization's needs, listen attentively, and ask insightful questions to show that you've done your research. Make sure to emphasize how your skills and abilities will be a valuable addition to the company during the selection stage of the interview process.

LO: 16.2: Describe the typical sequence of job interviews, the major types of interviews, and the attributes employers look for during an interview.

AACSB: Written and oral communication

Difficulty: Difficult

Classification: Application

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

53) Briefly explain the difference between a structured interview and an open-ended interview.

Answer: In structured interviews, the employer asks a series of prepared questions in a set order. In less formal open-ended interviews, the employer asks broad questions, encouraging the applicant to talk freely.

You can prepare for both types of interviews by considering commonly asked interview questions and developing brief answers as well as examples that illustrate your skills and abilities.

LO: 16.2: Describe the typical sequence of job interviews, the major types of interviews, and the attributes employers look for during an interview.

AACSB: Reflective thinking

Difficulty: Moderate

Classification: Conceptual

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

54) Briefly explain what job candidates should expect in behavioral interviews and situational interviews.

Answer: In a behavioral interview, candidates are asked to describe how they handled actual situations from their past. In a situational interview, candidates are asked to explain how they would handle various hypothetical situations.

LO: 16.2: Describe the typical sequence of job interviews, the major types of interviews, and the attributes employers look for during an interview.

AACSB: Reflective thinking

Difficulty: Moderate

Classification: Conceptual

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

55) What two essential questions do employers seek to answer about each candidate in interviews?

Answer: Employers seek to answer two questions: Can the candidate handle the responsibilities of the position? Will he or she be a good fit with the organization?

LO: 16.2: Describe the typical sequence of job interviews, the major types of interviews, and the attributes employers look for during an interview.

AACSB: Reflective thinking

Difficulty: Moderate

Classification: Conceptual

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

56) What is the typical employment-interview sequence? What is the purpose of each type of interview?

Answer: Typical employment interviews include the screening stage, the selection stage, and the final stage. *Screening stage interviews* focus on screening out unqualified applicants. *Selection stage interviews* allow the organization to identify top candidates, who may receive job offers or be invited to attend a final stage interview. *Final stage interviews* usually involve a higher-ranking executive who can make a hiring decision and negotiate the terms of an offer.

LO: 16.2: Describe the typical sequence of job interviews, the major types of interviews, and the attributes employers look for during an interview.

AACSB: Reflective thinking

Difficulty: Difficult

Classification: Conceptual

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

57) Searching LinkedIn to learn about the managers you will meet with in an upcoming interview

A) is unethical, since LinkedIn profiles are private.

B) is acceptable as long as you never reveal that you have done it.

C) requires that you ask their permission beforehand.

D) can make it easier for you to build rapport with your interviewers.

E) hinders your chances of success by making you seem desperate for employment.

Answer: D

Explanation: D) Use the information you discover to give the interviewer an opportunity to talk about his or her own interests and experiences for a moment, which builds rapport and might reveal vital insights into the career path you are considering.

LO: 16.3: List six tasks you need to complete to prepare for a successful job interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Conceptual

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

58) When responding to questions during a job interview, you should

- A) respond in a way that lets you talk about your strengths only.
- B) look for opportunities to frame your answers as brief stories rather than simple declarative answers.
- C) limit yourself to yes or no answers only.
- D) respond with declarative statements.
- E) ask the interviewer to clarify what type of response they are really looking for.

Answer: B

Explanation: B) Brief stories can be more memorable and effective than straightforward facts or unsupported statements. Make sure to stay on topic and answer the interviewer's questions as comprehensively as you can. Expand on simple yes and no statements to provide more information.

LO: 16.3: List six tasks you need to complete to prepare for a successful job interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Application

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

59) For most interviews, asking your own questions is

- A) necessary *only* if you are interviewing for a management position.
- B) risky and a bad idea unless you are certain the interview is going well.
- C) just as important as answering the employer's questions effectively.
- D) usually viewed as a sign of arrogance—after all, the employer is in charge.
- E) helpful only when you are interviewing for a job at a large organization.

Answer: C

Explanation: C) An interview is still a two-way conversation, and the questions you ask can indicate your knowledge and research of the company. Asking questions also can help you verify that the position to which you are applying is a good fit for you. Preparing questions of your own is a helpful strategy for any interview.

LO: 16.3: List six tasks you need to complete to prepare for a successful job interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Conceptual

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

60) When you're responding to questions during an interview, you're more likely to answer them successfully if you

- A) begin speaking before the employer finishes asking the question.
- B) reply in a terse, matter-of-fact style throughout the interview.
- C) pause for a moment before answering each question.
- D) treat all questions as an opportunity to clarify your personal preferences.
- E) have well practiced responses to standard questions.

Answer: C

Explanation: C) Before you answer a question, pause to gather your thoughts. Sometimes just a brief delay can help you see the best way to respond to a question.

LO: 16.3: List six tasks you need to complete to prepare for a successful job interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Conceptual

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

61) When choosing the clothing you'll wear for a workplace interview, the best policy is to

- A) dress for a casual dress work environment.
- B) dress conservatively, showcasing a bold statement piece.
- C) combine a conservative look with a casual look with dark jeans and a blazer.
- D) dress conservatively and professionally.
- E) wear a bold color that shows confidence and leadership.

Answer: D

Explanation: D) Clothing and grooming reveal something about your personality, professionalism, and ability to sense the unspoken "rules" of a situation. When dressing for interviews, always err on the conservative side, especially if you are not familiar with the dress standards at the company to which you are applying. Dress professionally and seriously, and you will be taken seriously.

LO: 16.3: List six tasks you need to complete to prepare for a successful job interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Conceptual

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

62) A recent survey of hiring professionals revealed that

A) most employers understand that candidates may need to answer their smartphones during the interview, and that doing so has no effect on the outcome.

B) candidates who answer mobile phone calls during interviews are more likely to get the job because they are perceived as busy and important.

C) answering mobile phone calls or texting in the middle of an interview is the most common mistake candidates make during their interviews.

D) candidates who warn the interviewer ahead of time that they might have to answer a call during the interview have a better chance of getting the job than those who do not.

E) phones should be on silent, but it is acceptable to check who the caller is, in the event of an emergency.

Answer: C

Explanation: C) Turn off your smartphone before an interview. It's highly unlikely that you will receive a call that is important enough to interrupt your interview.

LO: 16.3: List six tasks you need to complete to prepare for a successful job interview.

AACSB: Written and oral communication

Difficulty: Easy

Classification: Conceptual

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

63) When going to a job interview

A) take along samples of your work; recruiters are impressed by tangible evidence of job-related accomplishments.

B) the interviewer will already have a copy of your résumé.

C) being more than 10 minutes late is unacceptable.

D) do not engage in conversation with others until the interview is complete.

E) use your smartphone or tablet to take notes during the actual interview.

Answer: A

Explanation: A) Items to take to an interview include a small notebook, a pen, a list of the questions to ask, copies of your résumé, an outline of the organization, and any past correspondence about the position. Also good to take: a small calendar, a transcript of your college grades, a list of references, and a portfolio containing samples of your work, performance reviews, and certificates of achievement.

LO: 16.3: List six tasks you need to complete to prepare for a successful job interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Application

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

64) Researching an organization before an interview

- A) will save time during the interview, as the employer won't have to ask as many questions.
- B) is a bad idea, as it will limit the organizations opportunity to sell the organization.
- C) will show you understand the importance of investigation and analysis.
- D) allows you to tell the interviewer how much you know that they may not.
- E) leads to fewer questions about you, and more questions about the goals of the organization.

Answer: C

Explanation: C) You've already done some initial research to identify companies of interest, but when you're invited to an interview, it's time to dig a little deeper. Making this effort demonstrates your interest in the company, and it identifies you as a business professional who knows the importance of investigation and analysis.

LO: 16.3: List six tasks you need to complete to prepare for a successful job interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Application

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

65) One of the best ways to learn about the managers you will be interviewing with is through

- A) Facebook.
- B) industry related blogs.
- C) competitor websites.
- D) LinkedIn.
- E) company websites.

Answer: D

Explanation: D) In addition to learning about the company and the job opening, try to find out as much as you can about the managers who will be interviewing you, if you can get their names. Search LinkedIn in particular.

LO: 16.3: List six tasks you need to complete to prepare for a successful job interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Application

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

- 66) One way to increase your confidence before the start of the interview is
- A) to understand that everyone has some negative aspects in their background and you are no different.
  - B) practice public speaking.
  - C) think about irrelevant details that you want to include, or omit.
  - D) dress in comfortable, casual clothing.
  - E) realize you have value to the employer because they think highly enough of you to invite you for an interview.

Answer: E

Explanation: E) Interviewing is stressful for everyone, so some nervousness is natural. However, you can take steps to feel more confident. Start by reminding yourself that you have value to offer the employer, and the employer already thinks highly enough of you to invite you to an interview.

LO: 16.3: List six tasks you need to complete to prepare for a successful job interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Critical Thinking

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

- 67) The foundation of your interview should be

- A) confidence and competence.
- B) manners and poise.
- C) skills and ability.
- D) dress and professionalism.
- E) eagerness to learn and flexibility.

Answer: A

Explanation: A) Competence and confidence are the foundation of your interviewing style, and you can enhance them by giving the interviewer an impression of poise, good manners, and good judgment.

LO: 16.3: List six tasks you need to complete to prepare for a successful job interview.

AACSB: Written and oral communication

Difficulty: Difficult

Classification: Synthesis

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

- 68) When you're staging mock interviews to polish your interview style, pay attention to
- A) incorporating humor.
  - B) how to take the lead during the discussion of your skills and abilities.
  - C) keeping your answers short and to the point.
  - D) keeping answers general enough to be sure they can be appropriate to almost any type of question.
  - E) poise, manners and good judgement.

Answer: E

Explanation: E) After each practice session, evaluate the length and clarity of your answers, your nonverbal behavior, and the quality of your voice.

LO: 16.3: List six tasks you need to complete to prepare for a successful job interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Synthesis

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

- 69) Part of preparing for a job interview involves anticipating the questions that an interviewer will ask and rehearsing answers to each one.

Answer: TRUE

Explanation: Many interviewers will ask similar questions, so think about the answers you would give to these types of questions.

LO: 16.3: List six tasks you need to complete to prepare for a successful job interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Conceptual

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

- 70) The appropriate clothing for most job interviews is something conservative, such as a dark blue suit.

Answer: TRUE

Explanation: Your clothing and appearance can be powerful communicators. When dressing for interviews, be conservative, especially if you're not familiar with the employer's dress code.

Dress professionally, or you won't be taken seriously.

LO: 16.3: List six tasks you need to complete to prepare for a successful job interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Conceptual

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview



71) What six tasks do you need to complete to prepare for a successful job interview?

Answer: When you're preparing for a job interview, do all of the following: (1) Learn about the organization and your interviewers. (2) Think ahead about questions. (3) Bolster your confidence. (4) Polish your interview style. (5) Present a professional image. (6) Be ready when you arrive. To increase your chances of landing the position to which you are applying, make sure you prepare adequately for the interview by researching, prepping answers, and putting forth the most professional version of yourself.

LO: 16.3: List six tasks you need to complete to prepare for a successful job interview.

AACSB: Written and oral communication

Difficulty: Difficult

Classification: Synthesis

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

72) What should you focus on when you (and your interview partner) are evaluating your performance in mock interviews?

Answer: Critique the quality and length of your answers, your nonverbal behavior and speaking voice, and your use of filler words (such as "uh" and "um"). In addition, determine whether you pause to formulate coherent responses before answering.

Practicing your interview techniques with another person can help you identify any undesirable habits you might have so that you can work to control them.

LO: 16.3: List six tasks you need to complete to prepare for a successful job interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Conceptual

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

73) List three guidelines to follow when deciding what to wear for an employment interview.

Answer: (1) Dress conservatively. (2) Wear limited jewelry (men should wear especially little jewelry). (3) Wear stylish but professional looking shoes. (3) Avoid flamboyant styles, colors, and prints even in companies where interviewers may dress casually. (Answers may vary.)

LO: 16.3: List six tasks you need to complete to prepare for a successful job interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Application

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

74) Many interviewers begin making a decision about the applicant

- A) within the first 20 seconds of the interview.
- B) during the question-and-answer stage.
- C) during the final minutes of the interview.
- D) after the candidate has left.
- E) while checking references.

Answer: A

Explanation: A) First impressions can be very important to your chances of being hired. This means the warm-up stage may be the most crucial part of the interview. Make sure to engage in small talk with the interviewer if he or she wants to engage you, because this can be just as important as the structured portion.

LO: 16.4: Explain how to succeed in all three stages of an interview.

AACSB: Reflective thinking

Difficulty: Moderate

Classification: Application

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

75) The longest phase of a job interview is usually

- A) the warm-up.
- B) the question-and-answer stage.
- C) the close.
- D) the interchange.
- E) the reference checks.

Answer: B

Explanation: B) During the question-and-answer stage, the interviewer will likely ask about your qualifications, discuss some of the points mentioned in your résumé, and ask about how you have handled particular situations in the past or would handle them in the future. You'll also be asking questions of your own.

LO: 16.4: Explain how to succeed in all three stages of an interview.

AACSB: Written and oral communication

Difficulty: Easy

Classification: Conceptual

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

- 76) The employer can legally ask you questions about
- A) when you graduated from high school.
  - B) if working on weekends would conflict with your religion.
  - C) if you have ever been arrested.
  - D) your age.
  - E) your legal right to work in the United States.

Answer: E

Explanation: E) Topics about which a potential employer should not ask you include race, ethnicity, gender, age (at least if you're between 40 and 70), marital status, religion, national origin, or disability.

LO: 16.4: Explain how to succeed in all three stages of an interview.

AACSB: Diverse and multicultural work environments

Difficulty: Moderate

Classification: Conceptual

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

- 77) If your interviewer asks you a potentially unlawful question,
- A) you are required by law to end the interview and report it to the Equal Employment Opportunity Commission.
  - B) it is often a sign that the interview is going well.
  - C) you have several options, including trying to answer "the question behind the question."
  - D) you should ignore it unless it happens more than once.
  - E) you should explain that the question is illegal and the employer has no right to know.

Answer: C

Explanation: C) Consider your options carefully if you receive a potentially unlawful question. If the "question behind the question" is an acceptable one, such as establishing your ties to the area, you may decide it is fine to answer. Such questions may present ethical problems with the company, however, which you should consider as well.

LO: 16.4: Explain how to succeed in all three stages of an interview.

AACSB: Diverse and multicultural work environments

Difficulty: Moderate

Classification: Critical Thinking

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

78) When a job interviewer indicates the interview is coming to a close, you should

- A) prolong the interview in order to ingratiate yourself with the interviewer.
- B) say your good-byes and stand up to leave.
- C) prepare to leave but (if possible) try to pin down what will happen next.
- D) ask the interviewer to analyze your performance.
- E) explain that you really need a job offer before you depart.

Answer: C

Explanation: C) When you get the signal that the interview is ending, thank the interviewer for the opportunity and express your interest in the organization. Try to find out what the next step will be, if possible, but do not press the issue.

LO: 16.4: Explain how to succeed in all three stages of an interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Application

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

79) On your second or third visit to an organization, if you haven't been offered the job, you should

- A) ask whether you did anything wrong during the interview.
- B) ask how many more interviews will take place.
- C) ask tactfully when you can expect to learn of the decision.
- D) ask if repeated interviews are standard policy and try to find out why.
- E) pretend that you have another job offer and push for an immediate decision.

Answer: C

Explanation: C) On the second or third visit to the organization, the interview may end with an employment offer. However, if you're not offered the job, perhaps the interview team hasn't reached a decision. Even so, you may ask tactfully when you can expect to know the decision.

LO: 16.4: Explain how to succeed in all three stages of an interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Critical Thinking

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

- 80) When you discuss salary requirements with a prospective employer, you should
- A) let the interviewer raise the topic first.
  - B) say that your requirements are not negotiable, based on salary surveys.
  - C) try to negotiate a higher salary regardless of the offer because you are in a good bargaining position.
  - D) focus on other issues such as benefits and signing bonuses.
  - E) ask what kind of salary you can expect after three years, and use that as the basis for negotiations.

Answer: A

Explanation: A) Let the interviewer bring up the subject of salary. Make sure to research salary ranges in your industry and region before you try to negotiate salary. You can also negotiate a benefits package to get more value out of your employment.

LO: 16.4: Explain how to succeed in all three stages of an interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Application

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

81) During the warm-up phase of the interview, \_\_\_\_\_ is crucial in projecting confidence and professionalism.

- A) body language
- B) the initial greeting
- C) how you respond to the receptionist
- D) asking questions about the position
- E) presenting your qualifications

Answer: A

Explanation: A) Of the three stages, the warm-up is the most important, even though it may account for only a small fraction of the time you spend in the interview. Body language is crucial at this point. Stand or sit up straight, maintain regular but natural eye contact, and don't fidget.

LO: 16.4: Explain how to succeed in all three stages of an interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Critical Thinking

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

82) During which phase of the interview process are you most likely to be asked specific questions about how you handled particular situations in previous jobs?

- A) the warm up
- B) the question-and-answer stage
- C) the initial screening
- D) when references are being checked
- E) the close

Answer: B

Explanation: B) Depending on the type of interview, the interviewer will likely ask about your qualifications, discuss some of the points mentioned in your résumé, and ask about how you have handled particular situations in the past or would handle them in the future.

LO: 16.4: Explain how to succeed in all three stages of an interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Synthesis

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

83) During the interview, a candidate should ask questions about

- A) salary.
- B) when they can expect to be given an offer.
- C) what the company is looking for in a new employee.
- D) the major competition of the company.
- E) critical weaknesses of the company and how the company plans to address them.

Answer: C

Explanation: C) Probe for what the company is looking for in its new employees so that you can show how you meet the firm's needs. Also try to zero in on any reservations the interviewer might have about you so that you can dispel them.

LO: 16.4: Explain how to succeed in all three stages of an interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Critical Thinking

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

- 84) During the close of the interview, be sure to
- A) ask the interviewer if they have any other questions for you.
  - B) try to identify why you were asked illegal questions.
  - C) check your watch and see if the interview lasted at least 45 minutes.
  - D) emphasize your value to the organization.
  - E) ask what you did well, and what should be worked on for the next round of interviews.

Answer: D

Explanation: D) These last few minutes are your final opportunity to emphasize your value to the organization and to correct any misconceptions the interviewer might have.

LO: 16.4: Explain how to succeed in all three stages of an interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Critical Thinking

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

- 85) During the question-and-answer stage of an interview,

- A) stick with one-word, yes-or-no answers.
- B) let the interviewer lead the conversation.
- C) respond to all questions immediately.
- D) don't ask any questions of your own.
- E) be assertive and control the conversation.

Answer: B

Explanation: B) Let the interviewer lead the conversation and never answer a question before he or she has finished asking it.

LO: 16.4: Explain how to succeed in all three stages of an interview.

AACSB: Written and oral communication

Difficulty: Easy

Classification: Critical Thinking

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

86) One advantage to maintaining interview notes is

- A) to ensure answers are consistent between the hiring manager and Human Resources.
- B) to look prepared and professional.
- C) to have something to do with your hands during the interview, especially when you are nervous.
- D) to have you decide which company is the right fit for you when you are considering various job offers.
- E) to track key information, including potentially illegal questions.

Answer: D

Explanation: D) Carefully organized notes will help you decide which company is the right fit for you when it comes time to choose from among the job offers you receive.

LO: 16.4: Explain how to succeed in all three stages of an interview.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Critical Thinking

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

87) Which of the following would best support your ability to negotiate a starting salary?

- A) wearing business attire during the negotiation meeting
- B) understanding all your strengths and weaknesses
- C) market demand for your skill set
- D) dollar amounts of offers you have turned down
- E) your ability to call in a personal favor with those you know in the organization

Answer: C

Explanation: C) How far you can negotiate depends on several factors, including market demand for your skills, the strength of the job market, the company's compensation policies, the company's financial health, and any other job offers you may be considering.

LO: 16.4: Explain how to succeed in all three stages of an interview.

AACSB: Written and oral communication

Difficulty: Difficult

Classification: Synthesis

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview



88) During the question-and-answer phase of an interview, try to keep your answers short; usually just a yes or no will do.

Answer: FALSE

Explanation: Try to expand your answers to interview questions to include brief anecdotes that illustrate your skills and abilities in action in the workplace. Relate your experience to situations that may arise at the company to which you are applying to show how you would be a valuable addition.

LO: 16.4: Explain how to succeed in all three stages of an interview.

AACSB: Diverse and multicultural work environments

Difficulty: Moderate

Classification: Application

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

89) Describe each of the three stages of a successful employment interview.

Answer: (1) The warm-up: This is the most important stage. Interviewers will make important decisions about you based on their first impression. Sell yourself nonverbally. Offer a firm but gentle handshake; use the interviewer's name; smile. Let the interviewer begin the discussion.

(2) The question-and-answer stage: Let the interviewer lead the conversation. Try to tailor your answers to make a favorable impression. Be sure to ask questions of your own about the job and the company. Explain how you will be able to help the company meet its needs. (3) The close: Pay attention to the interviewer's signals that the interview is ending. Thank the interviewer and express your enthusiasm for the job and the organization.

LO: 16.4: Explain how to succeed in all three stages of an interview.

AACSB: Reflective thinking

Difficulty: Difficult

Classification: Synthesis

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

- 90) Within two days after an employment interview, you should
- A) have a friend call to see whether you got the job.
  - B) write a follow-up letter (using the format for persuasive messages) and include another copy of your résumé.
  - C) follow up with a short note of thanks, using a tone that's positive while reinforcing why you are a good fit.
  - D) assume that you didn't get the job if you haven't heard anything.
  - E) call the employer and say you have received some other job offers (even if you have not).

Answer: C

Explanation: C) Write a follow-up (thank-you) message within two days of the interview, even if you don't think you'll get the job. This is good etiquette, and it gives you the opportunity to emphasize why you are a good choice for the position. You can also respond to anything negative that may have arisen in the interview.

LO: 16.5: Identify the most common employment messages that follow an interview and explain when you would use each one.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Application

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

- 91) You could send a \_\_\_\_\_ after an interview if you haven't received the interviewer's decision by the promised date or within two weeks.

- A) thank you note
- B) formal complaint
- C) message of inquiry
- D) message of intent
- E) prospecting message

Answer: C

Explanation: C) If you haven't been advised of the interviewer's decision by the promised date or within two weeks, consider sending an inquiry message.

LO: 16.5: Identify the most common employment messages that follow an interview and explain when you would use each one.

AACSB: Written and oral communication

Difficulty: Difficult

Classification: Application

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

- 92) Use the model for direct messages when you write a
- A) letter of resignation.
  - B) letter of acceptance.
  - C) letter declining a job offer.
  - D) letter of application.
  - E) letter to ask for an extension before making a final decision.

Answer: B

Explanation: B) When you're responding to a job offer that you want to accept, base your acceptance message on the model for positive messages.

LO: 16.5: Identify the most common employment messages that follow an interview and explain when you would use each one.

AACSB: Written and oral communication

Difficulty: Difficult

Classification: Synthesis

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

- 93) Staying in contact with a prospective employer after an interview

- A) can be seen as troublesome by the employer.
- B) is not necessary for at least 4 weeks.
- C) should only be done by phone.
- D) might be construed as nagging.
- E) shows that you really want the job.

Answer: E

Explanation: E) Staying in contact with a prospective employer after an interview shows that you really want the job and are determined to get it. Doing so also gives you another chance to demonstrate your communication skills and sense of business etiquette.

LO: 16.5: Identify the most common employment messages that follow an interview and explain when you would use each one.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Critical Thinking

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

- 94) Writing a thank you note shortly after the interview, even an interview that went poorly,
- A) is an opportunity to tell them of additional research you conducted.
  - B) is an opportunity to outshine other candidates.
  - C) is unnecessary unless you interviewed with the hiring manager.
  - D) provides a chance to modify an answer given during the interview.
  - E) is a chance to press for a higher salary offer.

Answer: D

Explanation: D) Thank you notes give you an important opportunity to go beyond merely expressing your appreciation. You can use the message to reinforce the reasons you are a good choice for the position, modify any answers you gave during the interview if you realize you made a mistake or have changed your mind, and respond to any negatives that might have arisen in the interview.

LO: 16.5: Identify the most common employment messages that follow an interview and explain when you would use each one.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Conceptual

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

- 95) Job offers and the acceptance of the offer

- A) can be done over the phone.
- B) should be done via Skype.
- C) are legally binding contracts.
- D) can be backed out of if a better candidate or job comes along.
- E) are legally binding for the employer, but not the candidate.

Answer: C

Explanation: C) Be aware that a job offer and a written acceptance of that offer can constitute a legally binding contract, for both you and the employer. Before you send an acceptance letter, be sure you want the job.

LO: 16.5: Identify the most common employment messages that follow an interview and explain when you would use each one.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Conceptual

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

- 96) If you write a letter to decline the offer of a job,
- A) use the direct format.
  - B) use an indirect format.
  - C) do not use email.
  - D) follow the AIDA plan.
  - E) explain why, in detail, you are not accepting the position.

Answer: B

Explanation: B) Use the techniques for negative messages: Open warmly, state the reasons for refusing the offer, decline the offer explicitly, and close on a pleasant note that expresses gratitude.

LO: 16.5: Identify the most common employment messages that follow an interview and explain when you would use each one.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Conceptual

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

- 97) When terminating the job with a current employer, your letter of resignation
- A) should include at least two weeks' notice.
  - B) does not have to be in writing.
  - C) should indicate what led you to look for a new position.
  - D) should include ways to help the company do better in the future.
  - E) should indicate where your new job is, what the responsibilities are, and what salary you were offered.

Answer: A

Explanation: A) Follow the advice for negative messages and make the letter sound positive, regardless of how you feel. Say something favorable about the organization, the people you work with, or what you've learned on the job. Then state your intention to leave and give the date of your last day on the job. Be sure you give your current employer at least two weeks' notice.

LO: 16.5: Identify the most common employment messages that follow an interview and explain when you would use each one.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Conceptual

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

98) You've just finished a job interview, and you know that you're not going to get the job. So, don't worry about following up with a "thank-you" message to the interviewer.

Answer: FALSE

Explanation: Write a follow-up (thank-you) message within two days of the interview, even if you don't think you will receive the offer. This is good etiquette, and it gives you the opportunity to emphasize why you are a good choice for the position. You can also respond to anything negative that may have arisen in the interview.

LO: 16.5: Identify the most common employment messages that follow an interview and explain when you would use each one.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Application

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

99) Why is it advantageous for candidates to stay in contact with prospective employers after an interview? Provide at least three reasons.

Answer: Staying in contact with a prospective employer after an interview shows that you really want the job and are determined to get it. Doing so also gives you another chance to demonstrate your communication skills and sense of business etiquette. Following up reminds the interviewer that you're a serious candidate who's looking for employment, and that you're waiting for the decision.

A good way to stay in touch with prospective employers is by sending follow-up (thank-you) notes within two days of each interview. You'll be practicing good business etiquette and showing that you're willing to go the extra mile.

LO: 16.5: Identify the most common employment messages that follow an interview and explain when you would use each one.

AACSB: Written and oral communication

Difficulty: Moderate

Classification: Conceptual

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview

100) If a job candidate receives a job offer while other interviews are still pending, how should he or she ask the employer for a time extension?

Answer: A message requesting a time extension should open with a strong statement of your continued interest in the job, and then ask for more time to consider the offer, provide specific reasons for the request, and assure the reader that you will respond by a specific date.

LO: 16.5: Identify the most common employment messages that follow an interview and explain when you would use each one.

AACSB: Reflective thinking

Difficulty: Moderate

Classification: Critical Thinking

Learning Outcome: Explain how to prepare for, conduct yourself during, and follow up after an interview