



PACIFIC COAST HOSPITALITY

Interview Tips

Before The Interview

- Reconfirm the date, time, and place of the interview. Know where you're going. If you have any doubts, call PCH or the company and ask for directions. If necessary, drive the route the day or evening before the interview.
- Plan to arrive 15 minutes prior to your interview time. Always use "Lombardi Time" when arriving for an interview. This shows the appropriate enthusiasm and preparedness. Arriving any later might indicate time management problems. Arrive any sooner might indicate latent anal-retentive qualities. Being late for an interview is a deal breaker the majority of the time.
- Google the company's website, study, and be prepared to refer what you learned in the interview. Discover all you can about their people, services, products, awards & recognitions, reputation, size, and location. The more you know, the more the hiring manager will be impressed.
- Dress for success!
 - For men: Crisp, starched, long-sleeve shirt with TIE. (Power tie, solid color, preferably in a red tone.) For Assistant Management unit positions a jacket is optional. If a jacket is worn, wear a dark jacket. Dark pressed dress slacks. Again, for a unit position below GM, starched Dockers are appropriate. Dress shoes, preferably black; dark socks BUT ALWAYS WEAR A TIE.
 - For women: Skirt or Dress Slacks; wrinkle-free blouse and jacket; dark colors preferably; professional dress pumps. Make-up should be moderately applied, especially eye make-up (No blues, purples, or high fashion colors.) Long hair should be put up or at least pulled back.
 - Some of our companies will prefer a more casual look more in line with their corporate culture. Unless otherwise instructed by your recruiter, follow the above advice.
- Turn off your cell phone prior to entering the building.
- Prior to your interview, prepare one or two questions about the organization to demonstrate your interest in this opportunity.
- Always bring extra copies of your resume, reference letters, and samples of your best work to provide the interviewer. Often the employer is working from a faxed copy or has misplaced it or in some cases hasn't received one.
 - Offer a clean copy to your interviewer. Keep the other copy in front of you to assist you in remembering dates and details as the employer goes through your resume.
 - You are going to do such a good job on this interview that the interviewer may want you to meet and interview with the next level of interviewer that day. So be prepared.

During The Interview

- Be prepared. Before entering, take a deep breath. Relax. It's Showtime! Put a smile on your face and walk in with confidence. Introduce yourself to whoever greets you and inform the person the reason for you being there.
- Communicate your accomplishments, experience, and desire to advance. Sell yourself effectively and confidently.
- Support your answers to the interviewer's questions with specific recent examples.
- Remember eye to eye contact when both speaking and listening.
- Everyone likes the feeling of being wanted. Show enthusiasm! Don't appear to be what we in the business call a "shopper" or a "tire kicker".
- Always make certain that the company with which you are interviewing feels like they are your first choice, no matter what other companies are involved.
- Remember and use the interviewer's name once or twice during the interview.
- Personalize the interview whenever and where ever possible. Never discuss job responsibilities or job duties. Use phrases like "What will I be doing for you on a day to day basis?", "Who will I report to?", "Who will be reporting to me?" There seems no question as to whether you will get the job because the interviewer is visualizing you on the job in order to answer these questions.
- Present your credentials positively. Be honest with your shortcomings, but focus on your strengths.

After The Interview

- Be sensitive to the cues that the interview is over. Do not leave before making a statement expressing your interest and enthusiasm in the company and opportunity. Ask for the job.
 - Most employers close an interview by saying, "we have covered a lot of ground today. I have to discuss this with ... Do you have any further questions at this time?" The best response should be something along the following lines "Thanks for your time. I'm sure that I'll think of questions I should have asked, after I leave. However, based on our conversation, I want you to know that I am very interested in this position. I'm confident I can more than meet your expectations. How do you see me fitting into your team?"
 - Or if you have a feeling that there is a doubt in the employer's mind "Do you have any question about my ability to handle the work?" The fitting in question finishes off the assumptive interview by seeking re-enforcement from the employer that you have succeeded in creating a favorable impression. *The ability question should only be used if you are unsure of the interviewer's impression.*
- Thank the interviewer for his/her time and consideration before leaving and remember to get their business card. Find out what the next step of the interview process is and follow through on your part promptly.

- Immediately (within 30 minutes, if possible) call PCH and debrief us on the interview. If you have any questions or concerns that didn't get answered during the interview express these to us and we will get them answered. We must have this feedback before we contact the client. We are confident that you will do such a good job on the interview that the client will want information ASAP on your interest level, your concerns, and the possibility of hiring you.
- Write a Thank you letter immediately to all parties you spoke with. Express your interest; mentions a specific your spoke about in the interview, and thank them for their time.