

Chapter 8

Interview Success

You Already Know...

- finding a job takes time and preparation
- employers want to meet you in person before they hire you
- it is important to make a good impression on an employer
- speaking and writing skills help you make a good impression

You Will Learn...

- the purpose of a job interview
- how to prepare for a job interview
- which types of questions are often asked in interviews
- how to make a good impression on an employer
- what to say in a thank-you letter after an interview

Personal Career Portfolio Preview

For your portfolio, you will prepare answers to seven common interview questions. As you read, think about how you will answer the interview questions in the text.



Before You Read

Draw From Your Own Background

What do you know about job interviews? Write the phrase “job interviews” on a piece of paper. Brainstorm with a partner. Write down every word you think of that relates to job interviews. Share your results with another group.

Section 8.1

Preparing for the Interview

Ready, Set, Read

Key Terms

job interview
interviewer
ethics
conflict
body language

Main Idea

A job interview is an opportunity for you and the employer to get to know each other. Prepare for the interview by practicing what you will say to the interviewer.

Thought Organizer

Draw the chart below. As you read, write one reason to do each of the things listed.

Step	Why Do It?
Research the company.	To show you are interested in the job.
Prepare answers to interview questions.	
Prepare questions to ask the interviewer.	
Practice your interview skills.	

job interview ■ A meeting between an employer and a job applicant about a job.

An Interview Is a Conversation With an Employer About a Job

You have found job openings. You have filled out job applications. You have sent your résumé and cover letter. Now it is time for job interviews.

A **job interview** is a meeting between an employer and a job applicant about a job. Some interviews last just a few minutes. Others may last an hour or longer.

An Interview Helps the Employer and You

Employers use job interviews to decide who to hire. That is why doing well in an interview is important.

The interview is also helpful to you. You have a chance to see if you really want the job.

Employers Pick a Few Applicants to Interview

Most employers interview just a few applicants for every job. Employers read the applications they receive. They pick several people who seem right for the job. They call each of these people for an interview.

You will not get an interview every time you apply for a job. No one does.

Be Ready to Receive a Call Be ready to receive a call for an interview. The employer will call and ask when you can come for an interview. Know what days and times you will be free. Make sure you can get to the interview on time. Allow at least two hours for your interview.

Write down all the facts you will need. Write the time of the interview. Write the exact address. Also ask if there is anything special you should bring with you.

Write the name of the interviewer. The **interviewer** is the person who will interview you. Ask how to spell and say the interviewer's name.

While You Read

Connect How would you feel if you got a call for an interview? Excited? Nervous?

interviewer ■ The person who interviews you.

Be Ready What makes the difference between a great interview and an okay interview? Preparation. Make sure you know where to go, when to be there, and who you are meeting. **How much time should you allow for an interview?**



Prepare for Interview Success

A job interview is a chance to show your skills and abilities. It is a chance to show an employer that you are right for the job.

The employer will ask you many questions. He or she will want to learn about you. What are your skills and abilities? What kind of experience do you have? Can you do the job? Can you get along with others? Can you think well?

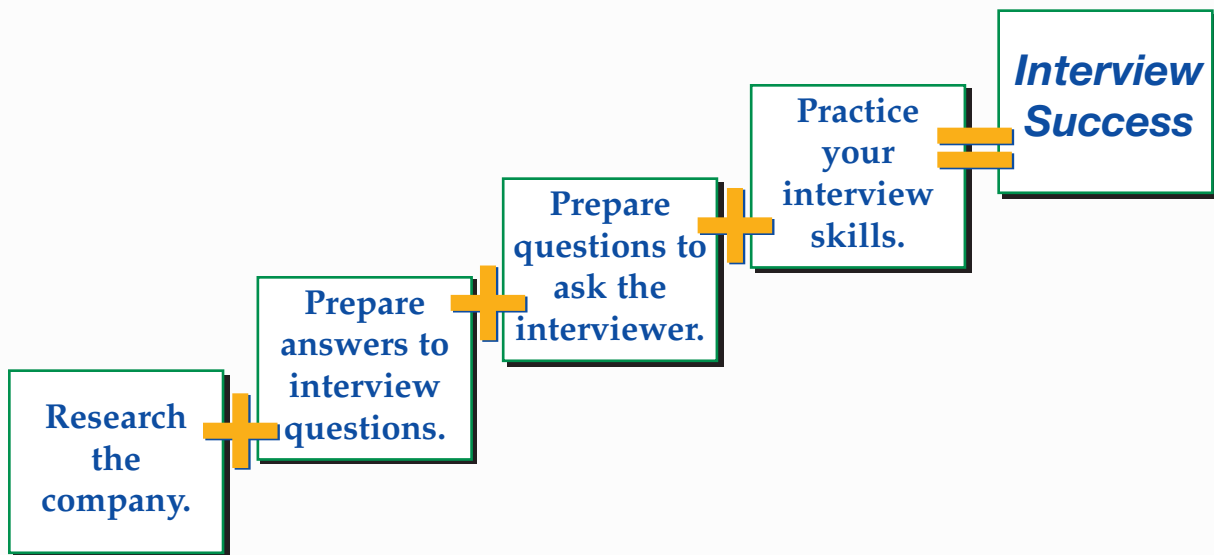
You will do well in an interview if you prepare. How do you prepare? Do these things:

- Research the company.
- Prepare answers to common interview questions.
- Prepare questions to ask the interviewer.
- Practice your interview skills.

Figure 8.1 shows how these four strategies can lead to interview success.

Figure 8.1

Steps to Interview Success



Step by Step How do you succeed in an interview? You succeed by preparing ahead of time. Think about what you will say and how you will act. This will help you make a good impression.

Why do you think it is important to prepare questions to ask at the interview?

Research the Company

Find out about the company where you will interview.

Knowing about the company shows the interviewer that you are really interested in the job. It helps you decide whether you want to work for that company. It also helps you predict what the interviewer will ask.

Find Out As Much As You Can Find out as much as you can about the company. Find answers to these questions:

- What kind of products or services does the company make or have?
- Who are the company's customers?
- Who are the company's competitors?
- How many people work at the company?
- How does the company treat its employees?
- How long has the company been in business?
- Is the company facing any problems? What are they?

Use as many sources as you can for your research. Good sources include the Internet, books and magazines, and your contacts.

Use an Internet Search Engine Use an Internet search engine to research the company. Type the name of the company into the search field. Explore the results. Read any articles in magazines or newspapers.

Visit the Company's Web Site You can learn a lot about a company from its Web site. You can learn what the company does. You can learn about the size of the company.

Look at all the areas of the Web site. Many companies have a Web page titled "About Us" or "Company Information." Read that page to learn about the company. It might give you company history and policy.

Look for the company's mission statement. A *mission statement* is a description of the company's goals and values.

While You Read

Question What should you find out about a company before the interview?

Study Tip

You can find a *site map* on many Web sites. A site map is like an index. It lists all the pages on a Web site. If you cannot find what you want on a Web site, use the site map.

Visit Business Web Sites Some Web sites collect facts about companies. These Web sites are good sources of business information.

Read Books and Magazines A librarian can help you find helpful books and magazines. Many reference books talk about companies and industries. For example, you can learn about different industries from the *Career Guide to Industries*.

While You Read

Question What can you learn about a company through networking?

Network for Information Networking is another good way to learn about a company. Ask your contacts whether they know anyone who works at the company.

Ask for referrals, too. You may find a person who works at the company. You may find a person who worked at the company in the past. Ask that person what it is like to work there. Is the work interesting? Is it a good place to work? Can you build a career there?

Making Good Choices

Handling Tough Questions

Ryan worked in sales for a cell phone company. Ryan asked for time off to attend a concert. His boss said no. Ryan thought his boss was unreasonable, so Ryan took the day off. As a result, he was fired. Now Ryan is trying to get a job with another cell phone company. He had one interview. He was asked why he left his job. Ryan admitted he was fired, but he explained that his boss was unreasonable. Ryan was never called back.

Ryan knows he will be asked why he left his job at his next interview. He is not sure what he should say.

You Make the Call What advice would you give Ryan?

For help in answering this question, visit ewow.glencoe.com/tips and find the *Smart Tip* for the Chapter 8 *Making Good Choices*.



Prepare Answers to Common Interview Questions

You also need to prepare answers to common interview questions. This helps you give good answers on the day of the interview.

Every interviewer asks different questions. Some interviewers will ask about your education. Other interviewers will ask about your interests and hobbies. Some interviewers might even ask about current events or the last book you read.

Some Interview Questions Are Illegal Before you start to prepare, you should know that some questions are not allowed.

Interviewers should not ask you about your age, gender, national origin, color, race, or religion. Employers should not ask whether you are married or pregnant. Employers also should not ask about your health or disabilities.

Good interviewers know how to avoid these kinds of questions. But what do you do if an interviewer asks you a question that is illegal? Stay calm. Think about why the interviewer asked the question. He or she most likely wants to know some important information, and does not realize that asking the question is illegal.

Some questions might seem harmless. For example, an interviewer could ask, “How old are you?” or “What year were you born?” The interviewer probably wants to know if you are old enough to legally do the job. You might feel comfortable answering these questions, but a good answer might be, “I am over the legal minimum age to do this job.”

Imagine that the interviewer asks, “How do your disabilities affect your daily life?” Why would the interviewer ask this? He or she probably wants to know if you can perform all the duties of the job. You do not need to talk directly about your disabilities. Instead, you might reply, “Are you concerned that I might not be able to do this job? What are the duties of the job?”

While You Read

Visualize Imagine that an interviewer asks you an illegal question. How do you feel?

Study Tip

Most people are afraid to speak in public. However, public speaking skills will help you in your career. Build your presentation skills through practice. Practice giving oral reports at home and school. The more you practice, the more your confidence will grow.

What Kind of Worker Are You? The interviewer will want to know what kind of worker you are. He or she will want to know whether you will do a good job.

The interviewer might say, “Tell me about yourself.” Speak briefly about your skills, work experience, and education. Show the interviewer that you can do the job.

Do not give personal information. For example, do not talk about your friends. Focus on your job skills.

What Kind of Work Do You Want? Think about this question before your interview. Some young people just say, “anything.” Employers do not like this answer. They want you to know what jobs you would like.

Look over your career plan. Review your values, interests, and talents. Pick work that is a good match.

While You Read

Visualize Imagine yourself five years in the future. What do you see?

What Are Your Goals? Most interviewers want to know about your goals for the future. An interviewer might ask, “Where do you see yourself in five years?”

Describe your career goal. Show how the job fits into your career plan. For example, you might say, “My goal is to open my own business. This job would be a great chance to learn more about sales and marketing.”

What Are Your Strengths and Weaknesses? The interviewer may ask about your strengths and weaknesses. The interviewer wants to see whether you are self-aware. The interviewer also wants to see whether you fit the job.

Name three of your best skills or personal qualities. Explain how you have showed these skills or qualities. For example, you might say, “I have excellent creative thinking skills. At my last job, I designed window displays that brought in new customers.”

Do not tell the interviewer about major faults. Name one skill or personal quality you would like to improve. Say what you are doing to improve it.

For example, you might say, “Public speaking is a challenge for me. I am improving this skill by taking a debate class at school.”



Show Your Skills

How you handle difficult situations says a lot about you. It shows your ethics, your people skills, and your communication skills.

Why would an interviewer want to know about your ethics?

Do You Show Ethics? Many interviewers want to know about your ethics. **Ethics** means knowing right from wrong.

For example, the interviewer might ask, “What would you do if you caught a coworker stealing?” Show the interviewer that you will act ethically. Show that you will do the right thing. If you are not sure what to answer, say that you would ask your supervisor for advice.

ethics ■ Knowing right from wrong.

Do You Handle Conflict Well? The interviewer might also ask how you handle difficult situations such as conflicts. A **conflict** is a strong disagreement.

For example, the interviewer might say, “Give an example of a time when you had a conflict with another person. How did you solve it?” Tell how you used your communication skills to solve the conflict.

conflict ■ A strong disagreement.

What Kind of Pay Do You Expect? Prepare for this question by doing research. Find out what others are paid for this type of work. Mention this in your answer.

For example, you might say, “The average pay for entry-level drivers is \$12.00 an hour.” This shows the employer that you have a good idea of fair pay.

While You Read

Connect Why do you think an interviewer would ask a question about pay?

Prepare Questions to Ask the Interviewer

You also need to prepare questions to ask at the end of the interview. Asking questions helps you get important information. It also shows the interviewer that you prepared well for the interview.

Think about what you still want to know. For example, do you understand all the job tasks? Do you know what hours you would work?

Choose two or three of these questions to ask.

- What is a normal day like in this job?
- Could you describe the work environment?
- What would my responsibilities be?
- Would I work alone or with a team?
- Who would be my supervisor?
- What are the chances to move up in the company?
- Do you offer training?
- What can you tell me about the people who work here?
- Is there anything else I should know about this job or this company?

You can also write two or three of your own questions. Write all your questions down on a piece of paper. That way you will not forget them.

While You Read

Question Why should you practice answering interview questions?

Practice Your Interview Skills

You are not quite ready for your interview—you need to practice. Practicing your interview skills helps you remember your answers. It helps you sound confident.

Write out your answers to common interview questions. Read them out loud several times. Then work with a friend, family member, or teacher. Ask that person to play the role of the interviewer.

Practice answering the interviewer's questions. Speak clearly in standard English. Look at your notes if you need to. Practice so that you will not need your notes in the interview.

Use Positive Body Language Practice positive body language before your interview. **Body language** means the messages that your movements send. Body language includes posture and expressions.

It is important to practice positive body language before the interview. When you give your answers, smile. Look the interviewer in the eye. Lean slightly forward to show interest.

Ask for advice each time you practice. Did you look and sound confident? You will get better each time.

body language ■ The messages that your movements send.

Real-World Connection



Why Wasn't I Hired?

There are a few common reasons people are not hired.

Appearance is one reason. Some applicants look sloppy. They are not dressed well or groomed.

Poor body language is another reason. Some applicants do not look the interviewer in the eye. They lean back in their chair, bored.

Poor manners are another reason. Some applicants are late to the interview. They chew gum or eat during the interview. They do not thank the interviewer for his or her time.

A poor attitude is the biggest reason of all that people are not hired. Many job applicants do not show interest in the job. They expect a lot of money for a little work.

Take the Next Step Find a worker who interviews job applicants. Ask him or her to explain what makes a good impression and what makes a bad impression. Ask for specific examples. Write them in a one-page report.

For help doing this activity, go to ewow.glencoe.com/tips and find the *Smart Tip* for the Chapter 8 *Real-World Connection*.



Section 8.1

Review

Check your answers online by visiting ewow.glencoe.com/review and selecting the Section 8.1 Review.

After You Read

Retell

1. Define body language. Give four examples of positive body language to use during an interview.
2. Reread the section titled “Some Interview Questions are Illegal.” List the questions that interviewers are not allowed to ask. In your own words, explain how to handle illegal questions.

Think Critically

3. Imagine that you have an interview with a soda company. You do research. You learn that the company has been paying some workers unfair wages. Would you still want to work there? Explain.

Math Practice

Answer the multiple-choice math questions at ewow.glencoe.com/math.

Saving Money

You earn \$200 a month. You save 10% of your earnings. Most people save only 3.5%. How much more do you save each month at 10% than you would save at 3.5%?

Step 1

Calculate the amount you save each month at 10%.
 $0.10 \times \$200 = \20

Step 2

Calculate the amount you would save at 3.5%.
 $0.035 \times \$200 = \7

Step 3

Find the difference between the two numbers.

Result

You will save \$13 more per month.

Figure It Out

You earn \$300 a month. During the last three months, you spent \$30, \$36.30, and \$29.55 on entertainment. What is the average percentage of your earnings that you spent on entertainment each month?



Section 8.2

Succeeding in the Interview

Ready, Set, Read

Key Terms

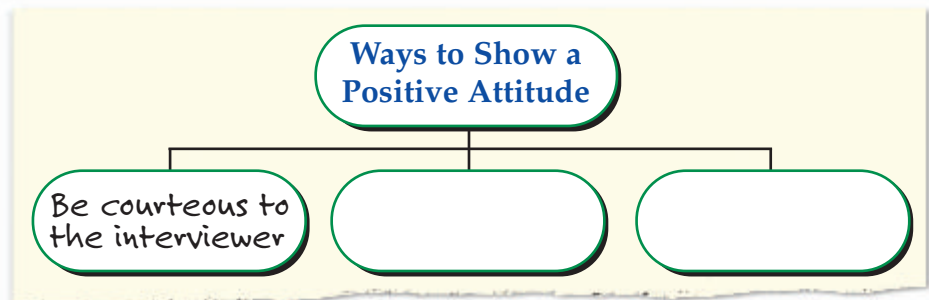
hygiene
appropriate
positive attitude
enthusiasm
courtesy
follow up

Main Idea

Make a good impression on an employer with a positive appearance, attitude, and body language. Follow up after the interview by sending a thank-you letter.

Thought Organizer

Copy the chart below. As you read, write down three ways to show a positive attitude.



Make a Good Impression

You will probably be nervous on the day of your interview. You have a lot to think about. Will the interviewer like you? Will you know what to say? Will you get the job?

Do not worry. You will be less nervous if you know how to make a good impression. Here are the things you can do to make a good impression:

- arrive early and alone
- bring everything you might need
- focus on appearance
- use positive body language
- show a positive attitude
- follow up after the interview

Study Tip

Being prepared is an important skill. You learn better when you come to class on time and prepared. You also do better at work. If you are not prepared for an interview, you might not get the job.

Arrive Early and Alone

Plan to arrive for the interview about five minutes early. If you are even one minute late, it makes a bad impression. If you arrive more than ten minutes early, wait to go inside. Arriving too early makes you look too anxious. Most interviewers cannot be ready for you if you are too early.

A day or two before the interview, find out how to get to the business. Make sure you know the way. If you are driving, allow extra time for traffic.

Go to the Interview Alone You may want someone to come with you to help you find the business. A friend, your teacher, or a parent may go with you.

Do not take anyone with you into the interview. The only exception is if your teacher or parent knows the employer and plans to introduce you. Employers want to see that you can succeed on your own.

While You Read

Question What do you need to take to a job interview?

Take Everything You Might Need

Go to the interview prepared. Take everything you might need. Here are several things you need to take to the interview.

- paper and pen to make notes
- personal fact sheet
- two copies of your résumé
- list of references
- notes about the company
- prepared answers to questions
- list of questions to ask the interviewer

Keep all the papers in a folder so they stay neat.

While You Read

Connect Do you feel more self-confident when you are well-dressed?

Focus on Appearance

Your appearance will affect the interviewer's first impression of you. It is the first thing the employer will notice. Give thought to how you look. Make sure you are clean and well-dressed.

Pay Attention to Hygiene **Hygiene** is the care you give your health and cleanliness. Make sure your hygiene is perfect for the interview.

Take a bath or shower before you dress for an interview. Brush your teeth. Use deodorant. Some people forget to do this. Their body odor may lose them the job. It sounds simple, but it makes a big difference.

The smell of cigarettes loses jobs, too. The smell of cigarettes bothers many people. Wear very little perfume, cologne, or aftershave. Many people are sensitive to fragrance.

Make sure your hair and nails are clean and neat. Wear only simple jewelry. If you are a woman, use only a little makeup. If you are a man and do not wear a beard, shave before the interview.

hygiene ■ The care you give your health and cleanliness.



Look Your Best

Take your time to look your best for the interview. Iron your clothes the evening before your interview. Make sure your hair, nails, and clothes are clean and neat. **What does good hygiene say to an employer?**

appropriate ■ Correct for the situation.

Wear Appropriate Clothes Choose clothes that are appropriate for the job. **Appropriate** means correct for the situation.

For example, if you have an interview for a job as salesperson, a suit is appropriate. Wear dress shoes. Make sure they are shined and in good condition. A T-shirt, jeans, and sneakers are not appropriate.

If you apply for an outdoor job, such as working in a recreation center, more casual clothes are appropriate. You could wear jeans and a button-down shirt.

Whatever you wear, be sure it is clean and ironed. Do not wear clothing that is worn, faded, or has stains. Do not wear shoes that have holes in them.

You may not always know what kind of clothing to wear for an interview. If you are unsure about what clothing is appropriate for your interview, ask. You can call the company and ask about the dress code. The person who interviews you will probably appreciate your attention to detail.

While You Read

Visualize Picture yourself using positive body language in an interview.

Pay Attention to Positive Body Language

Remember to use positive body language. Smile. Stand up straight. Look the interviewer in the eye.

Give a Firm Handshake Give a firm handshake to the interviewer. A firm handshake shows self-esteem. Your handshake is an important part of your first impression.

If the interviewer does not know your name, introduce yourself. For example, you might say, “I am Lynn Fisher. I have an 11:30 appointment to interview for the job as a server.” Speak clearly and loudly enough to be heard.

Sit Up Straight Stand until the interviewer asks you to sit. If the interviewer does not ask you to sit, then stand for the interview.

When you do sit, sit up straight. Do not slouch. Lean a little bit forward in your chair. Leaning forward shows that you are interested. It shows that you are paying attention.



Positive Body Language The way you act tells the employer a lot about you. Do you have a good attitude? Are you interested in the job? **What positive body language is this job applicant using?**

Show a Positive Attitude

A positive attitude is an important part of doing well at an interview. A **positive attitude** is a cheerful view of life.

Be positive about yourself. Be positive about others. Do not say bad things about other companies or people. Do not criticize your former jobs or employers. Focus on the good things you have learned from past experiences.

Focus on what you can do for the employer. The employer does not owe you a job. You must show the employer that you will earn your pay. Your attitude shows in how you act in life, whether at school, with family or friends, or at work. A positive attitude can be more important to an interviewer than your experience or your education.

positive attitude ■ A cheerful view of life.

enthusiasm ■ Interest and eagerness.

courtesy ■ Politeness and respect.

Show Enthusiasm for Work It is important to show enthusiasm for work and for the job. **Enthusiasm** is interest and eagerness.

Show that you are interested in the work. Show that you are eager to work. Show that you are willing to learn.

Sell yourself with enthusiasm. Be honest. Give an honest answer to every question.

Be Courteous to Everyone You Meet Being courteous is another way to be positive. Being courteous means showing **courtesy**, or politeness and respect.

Be courteous to everyone you meet at the workplace. The employer may ask them how they liked you.

While You Read

Question How can you show courtesy to the interviewer?

Be Courteous to the Interviewer Show courtesy toward the interviewer. Be on time for the interview. Arrive a few minutes early so that you have a few moments to prepare yourself. What if you have an emergency the day of the interview? If you think that you are going to be late or that you cannot make it to the interview, you should call. The interviewer will appreciate this.

It is important to have good manners during the interview. Greet the interviewer with enthusiasm. Make sure you pronounce his or her name correctly. Do not lean on the desk or read papers on it. Sit up straight. Do not cross your arms or tap your feet. Keep your hands in your lap. Do not chew gum or smoke. Do not place anything on the interviewer's desk. Speak carefully to avoid stuttering when you speak to the interviewer.

Wait to ask your questions until the interviewer asks if you have any. Then look at your notes and ask two or three questions.

It is all right to ask about pay and benefits. But wait until the interview is almost over. You do not want to sound as if you only care about money.

Always thank the interviewer after the interview. Thank the interviewer for his or her time and effort.

Follow Up After the Interview

Do not forget to follow up after the interview. To **follow up** means to finish something or do the next step.

Make sure you know what the next step is. At the end of the interview, say to the interviewer, “I am very interested in this job. What is the next step?”

If you are told to call in a few days, wait two or three days. Then call. If you are told that you will be called, wait about a week. Then call to say that you are still interested in the job.

follow up ■ To finish something or do the next step.

Make Notes for Your Personal Career Portfolio

How did the interview go? Make notes about the interview as soon as it is over. Try to learn from your experience.

You will not be offered a job every time you are interviewed. Nobody is. Make notes for your next interview. Write down ideas to help you next time. Were you prepared for every question?

While You Read

Question When should you make notes about the interview?

Write a Thank-You Letter

Write a letter of thanks for the interview. Write your thank-you letter as soon as the interview is over. This shows you are still interested in the job. It shows you care enough to take the time to write. Read the sample thank-you letter in **Figure 8.2** on the next page.

Thank the Interviewer First, thank the interviewer for his or her time. Say what you liked about the conversation. Say what you liked about the company. Point out something new that you learned.

Sell Yourself Again Second, sell yourself again. Say that you are interested in the job. Say why you think you would be right for the job.

You can also add facts about yourself that you forgot to mention in the interview. You can add to any answers you gave in the interview.

Figure 8.2

Thank-You Letter

Naomi Robertson

154 Franklin Ave. • El Cajon, CA 92020 • (619) 555-0106
naomirobb@travelcollege.edu

March 13, 2009

Melissa Perez
Human Resources Manager
Travel Associates, Inc.
5595 6th Ave.
San Diego, CA 92101

Dear Ms. Perez:

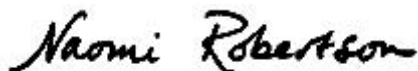
Thank you very much for taking the time to meet with me yesterday. I learned a great deal about the travel industry from our conversation.

I was also inspired by your enthusiasm for your job. Travel Associates is obviously a great place to work, and I am excited about joining your team as a travel assistant.

The job is an excellent match for my skills and interests. I did not get a chance to mention that I am an excellent listener, which helps me provide excellent client service. I hope you will seriously consider me for the job.

Again, thank you. I will call you at the end of next week to see whether you have made your decision.

Sincerely,



Naomi Robertson

Follow Up With a Thank-You Letter Writing a thank-you letter shows the employer that you are courteous and responsible. It also shows that you want the job. **Why do you think that many job applicants do not write thank-you letters?**

Make Your Letter Neat and Courteous It is best to type a thank-you letter. Use a word-processing program. Make sure the thank-you letter is neat and courteous.

If the interview was very casual, you can write a thank-you letter by hand. However, the letter should be respectful. Remember that you are writing to an employer, not a friend.

Point of View



Making a Positive Impression

Mohamed Alshehri is an assistant to the publicity manager of a minor league baseball team in Dayton, Ohio. “I’m living my dream,” he says.

The idea of working in sports marketing began in high school. “I like people and I know a lot about sports. I wanted to work with a professional sports team. I like the idea of promoting the team and the team’s products.”

Mohamed was in his second year of junior college when he applied for his job. “I was a big fan of the baseball team,” he says. “I did a lot of research on the team. In my cover letter, I described all my skills and personal qualities that I knew would make me great for the job. My cover letter got me an interview. My enthusiasm got me a second interview. What got me the job was the thank-you note I wrote after the interview. No one else took the time to write one.”

It’s Your Turn Thank-you notes make us feel special. They let us know that someone appreciates our time and effort. Write a thank-you note to someone to let them know that you appreciate them.

For help completing this activity, visit ewow.glencoe.com and go to the *Smart Tip* for the Chapter 8 *Point of View*.



Section 8.2

Review

Check your answers online by visiting ewow.glencoe.com/review and selecting the Section 8.2 Review.

After You Read

Retell

1. Name six things you can do to have good hygiene for an interview.
2. List five ways you can show courtesy to an interviewer.

Think Critically

3. What do you think would be appropriate interview clothing for the following jobs? Why? 1) Restaurant server. 2) Businessperson. 3) Mechanic.

Math Practice

Answer the multiple-choice math questions at ewow.glencoe.com/math.

The Cost of Uniforms

You need to purchase uniforms. You buy two pairs of pants for \$16 each. You buy four shirts for \$10 each and two hats for \$5 each. How much do the uniforms cost?

Step 1

Multiply the number of pants by the cost per item.
 $2 \times \$16 = \32

Step 2

Multiply the number of shirts by the cost per item.
 $4 \times \$10 = \40

Step 3

Multiply the number of hats by the cost per item.
 $2 \times \$5 = \10

Step 4

Add all the costs together.
 $\$32 + \$40 + \$10 = \82

Result

Your uniforms cost \$82.

Figure It Out

Your uniforms cost \$82 before sales tax. You must pay a sales tax of 5.75% on the total. How much sales tax will you pay?



Resident Companion

Pam Beilak

Texas



Career Cluster: Health Science

What does a resident companion do?

"I work in a nursing home. I provide care and companionship for the residents. I get their meals and supplies. I talk to them and spend time with them."

Why did you choose a career as a resident companion?

"I have a brain tumor. I had surgery and lived for a while in an assisted-living facility. I heard about the job and thought it would be perfect for me."

What obstacles have you overcome?

"I used to work two jobs and play on four soccer teams. My life stopped overnight when I learned I had a brain tumor. I had radiation therapy, and it affected my ability to learn. I can't focus. I'm learning my limits. I also have to overcome other people's views of me because I have cancer."

What advice do you have for students?

"Know there are people who are willing to help you. Keep trying if the first person you ask doesn't help you. Never give up."

Resident Companion

Training

Resident companions need a high-school diploma or GED.

Skills and Talents

Resident companions need to be compassionate and caring of others.

Career Outlook

Job opportunities in health-care social assistance should be numerous through the year 2012.

Learn More About It

Find the Web site of a large health-care provider near you, such as a hospital or nursing home. Go to the human resources section of the site. Find what jobs are available. Make a list of the jobs. Write a short description of each job. Post your job list in the classroom.

For help with this activity, visit ewow.glencoe.com/tips.



Chapter 8 Review and Activities



Go to ewow.glencoe.com to find online games and activities for Chapter 8.

Key Term Review

job interview (p. 182)
interviewer (p. 183)
ethics (p. 189)
conflict (p. 189)
body language (p. 191)
hygiene (p. 195)

appropriate (p. 196)
positive attitude (p. 197)
enthusiasm (p. 198)
courtesy (p. 198)
follow up (p. 199)

Check Your Understanding

1. What is the purpose of a job interview?
2. Name the four steps in preparing for a job interview.
3. List seven types of questions that are often asked in interviews.
4. Name six ways to make a good impression on an employer.
5. Explain what to say in a thank-you letter after an interview.

Write About It

6. **Think Creatively** Some interviewers want to see if you can think creatively. Imagine that you are in an interview. The interviewer asks, “What would you do if you had two projects due at the same time, but only enough time to finish one?” On a sheet of paper, list as many different ideas as you can. Think of creative ways to solve the problem. At the bottom of the piece of paper, write the answer you would give to the interviewer.



Role Play

- 7. Practice Interviewing** Work with a partner. Pretend that you are interviewing for a job. One person is the applicant and the other person is the interviewer. As the interviewer, ask the applicant several questions. Ask about his or her skills, work experience, ethics, strengths, and weaknesses. Switch roles with your partner.

Teamwork Challenge

- 8. Learn About Positive Attitude** A positive attitude can win you a job. With your team, visit a local company. Ask to talk to a manager who hires workers. Ask the manager about positive attitude. What is a positive attitude? How important is it for a job applicant to have a positive attitude? How can a job applicant show a positive attitude? Write a short report on what you learned. Share your report with another team.

Computer Lab



Write a Thank-You Letter Imagine that you had an interview for a server job at a coffee shop. Use a word processing program to type and print a thank-you letter to an interviewer. Use the information on pages 199–201 to help you write your letter. Be creative with your letter.

Personal Career Portfolio

Prepare Interview Answers Prepare answers to the seven common interview questions found on pages 187–189. You can prepare more than one answer to each question. Add your list to your Personal Career Portfolio.

Go to ewow.glencoe.com/portfolio for help.



Chapter Summaries

Chapter 6 Finding Job Openings

A job opening is an available job. A job lead is information about an available job. You can find job leads at employment agencies, in the classified ads, and on career Web sites. The best way to find job leads is by networking. Networking helps you find jobs that are not advertised.

Chapter 7 Applying for a Job

Many employers ask job applicants to fill out a job application form. You can get a job application form by calling or visiting an employer. Fill out the form using a personal fact sheet. Some employers ask for a résumé and cover letter. A résumé summarizes your skills, work, experience, and education. A cover letter says why you are a good match for the job.

Chapter 8 Interview Success

A job interview is a meeting to discuss a possible job. Prepare for an interview by researching the company in advance. Prepare answers to questions you might need to answer. Also prepare questions to ask the interviewer. Practice your interview skills, such as speech and body language. Write a thank-you note after the interview to show that you are enthusiastic about the job.

Reading Review

These are the topics you read about in this unit. What did you learn?



Chapter 6 **Finding Job Openings**

- Gathering Job Leads
- Networking



Chapter 7 **Applying for a Job**

- Preparing Job Application Forms
- Writing Your Résumé



Chapter 8 **Interview Success**

- Preparing for the Interview
- Succeeding in the Interview