ABOUT US

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Hours of Operation
Monday—Friday
8:00am—5:00pm

Walk-In Hours
Walk-in Hours are for brief meetings with Career Consultants for approximately 15 to 20 minutes. Appropriate topics for a walk-in discussion include résumé critiques, interview tips, job search tips, and networking strategies. If you require a longer consultation, please contact us to schedule an appointment. Check the website or contact our office for the current walk-in hours.

The Career Development Center Vision
To prepare students and alumni for professional success and connect employers with UT Arlington talent.

The Career Development Center Mission

Students and Alumni
The Career Development Center empowers students and alumni for professional success by:
• Helping them discover and plan for possible career paths
• Connecting them with employers and professional opportunities
• Preparing them to present themselves well to compete for the opportunities they seek
• Helping them develop the skills that will allow them to succeed in their professional goals now and in the future

Employers
The Career Development Center helps employers succeed in hiring UT Arlington talent by:
• Helping them plan an effective recruiting strategy
• Offering them a variety of exceptional services to meet their hiring needs
• Connecting them with our students, alumni and faculty
• Helping them build and sustain a strong brand on campus
THIS INTERVIEW GUIDE
The UT Arlington Career Development Center is pleased to provide this Interview Guide as a resource to assist UT Arlington students and alumni in developing effective interview skills that will aid you in attaining your career goals. The material in this guide is based on research of current best practices and feedback received from employers who work directly with the Career Development Center, and it is tailored specifically for UT Arlington students and alumni. This Interview Guide is best used as a complement to the full array of services, programs and additional resources offered by our office. Career Consultants are available to discuss the information covered in this guide and to provide individual mock interviews and résumé critiques. We look forward to working with you as you plan your career and launch your job search.

SERVICES AND RESOURCES OFFERED BY THE CAREER DEVELOPMENT CENTER

Meet with a Career Consultant
Career Consultants in the Career Development Center are available to meet with you to discuss:

- Résumé Development and Critiques—creation or development of a résumé plus review and critique of an existing résumé.
- Career Exploration—exploration of career options as they relate to your values, interests, personality, and skills including the use of assessment tools.
- Interview Assistance and Mock Interviews—interview tips, advice and feedback to help you improve their interviewing skills including how to respond to behavioral interview questions.
- Job Search Tips and Strategies—exploration of the various avenues available to help you achieve your post-graduation career goals.

Attend Workshops, Presentations, and Employer Events
Our staff and employers present over 100 career-related programs per year. A calendar of upcoming events is available on our website. Programs include:

- Workshops and Presentations—sessions on résumé writing, interviewing, job fair strategies, networking techniques, and more that are open to all students plus those provided for classes and student organizations.
- Networking Events—industry professionals and alumni from a variety of career fields share their insight and provide the opportunity to network.
- Information Sessions—employers from various fields/industries provide information about their organization/industry and available career opportunities. On-campus Interviews are often held soon thereafter.
- Job Fairs—Over 150 employers attend the Fall and Spring All Majors Job Fairs providing students and alumni the opportunity to connect with employers and learn more about positions within their company.

Use the HIREAMAVERICK Job Database
HIREAMAVERICK, the Career Development Center’s online job database, hosts full-time, part-time, and internship opportunities. Hundreds of employers want to hire UT Arlington students and alumni, and new positions are posted in HIREAMAVERICK each day. Once you upload your résumé and cover letter into the database, you can apply for jobs. In addition, employers are able to view your résumé and may contact you concerning available positions.

Access our Website
The Career Development Center website, www.uta.edu/careers, has multiple resources to assist with the career development process and preparation for a successful job search including Career Spots videos, Optimal Resume online résumé writing tool, information about internships and networking, and more. Check it out!
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PURPOSE OF THE INTERVIEW

You have spent time on your résumé and cover letter. You have made several visits to The Career Development Center for a résumé critique and mock interview to practice for the “big day.” Now, that day has arrived: You have been scheduled for an interview. Now what?

The interview is the single most important part of a successful job search, short of being offered the job. According to a Harvard Business Review study, 90 percent of hires are based on interviews. The Society for Human Resource Management reports that 63 percent of hiring decisions are made within the first 4.3 minutes of the interview. This guide is designed to give you an edge and to help you prepare for these meetings.

The Purpose of the Interview

There are two main reasons for job interviews:
1. For the employer to determine if you are qualified for the job.
2. Whether you’re a good fit for the company.

The employer is interviewing you in order to determine the following...

- Do you have the appropriate education, skills and drive to do the job?
- Do you have the experience necessary to do the work?
- Do you fit in with the team and company culture?
- Are you a leader who will inspire and motivate others?
GENERAL INTERVIEW GUIDELINES

PRIOR TO THE INTERVIEW:
• Research the organization. Learn all you can through personal contacts, written materials, and the Internet.
• Practice what you might say with a friend or in front of a mirror; practice giving a complete but concise story of an event and include key points, results, and outcomes.
• Conduct a self-assessment so you are prepared to articulate your interest in the position and the contributions you can make utilizing your skills and abilities.
• Organize the pertinent materials you will want to take to the interview - extra copies of your résumé, writing sample(s), transcript(s), and/or a list of references.
• Assemble your interview attire. Check for missing buttons, uneven hems, and any other required alterations. Always dress neatly and conservatively, keeping the interviewer in mind. First impressions do count.
• Reassure yourself. Confidence in your abilities demonstrates to an interviewer that you are the one to hire!
• Arrive at least 15 minutes early to be on time for the interview.

DURING THE INTERVIEW:
• Relax—be yourself.
• Provide a friendly and firm handshake.
• Make good eye contact.
• Be honest about your skills and abilities.
• Show enthusiasm – let them know you are interested in what they do and have to offer.
• Listen carefully – take time to reflect before answering questions.
• Ask targeted questions; show you did your homework. Ask questions related to the position and the department.
• Stress your best qualities and what you could bring to the position in a positive manner.
• Do not leave without them knowing you are interested in the position.
• Finally, ask what the next step in the process is and when you can expect to hear from them.

AFTER THE INTERVIEW:
• Send a thank you note reaffirming your interest in the position and provide any additional information you were unable to share in the interview.
• If you do not hear from them after a set time, phone or write to find out where they are in the hiring process.
• If you are offered the position, great! But before you accept, evaluate the terms of the job offer.
• If you are not selected, don’t be discouraged. Take the opportunity to evaluate your job search plan and make any needed revisions.
WHAT HAPPENS DURING AN INTERVIEW?

The interviewing process can be scary if you don’t know what to expect. All interviews fit a general pattern. While each interview will differ, all will share three common characteristics: the beginning, the middle and the conclusion. The typical interview will last approximately 30 minutes, although some interviews may last longer. There is not a lot of time to state your case. The employer may try to do most of the talking. When you do respond to questions or ask your own, your statements should be concise and organized without being too brief.

It Starts Before You Even Say Hello
The typical interview starts before you even get into the inner sanctum. The recruiter begins to evaluate you the minute you are identified. You are expected to shake the recruiter’s hand upon being introduced. Don’t be afraid to extend your hand first. This shows assertiveness. It is a good idea to arrive at least 15 minutes early. You can use the time to relax. The nervousness you feel is normal. Attempt some relaxation techniques such as counting to ten slowly or focusing on your breathing. Be sure your hands are not clammy; be sure to wipe them dry before introducing yourself to the interviewer.

How is Your Small Talk Vocabulary?
Many recruiters will begin the interview with some small talk. Topics may range from the weather to sports and will rarely focus on anything that brings out your skills. Nonetheless, you are still being evaluated. Recruiters are trained to evaluate candidates on many different points. They may be judging how well you communicate on an informal basis. This means you must do more than smile, nod, and respond in monosyllables.

The Interviewer Has the Floor
The main part of the interview starts when the recruiter begins discussing the organization. If the recruiter uses vague generalities about the position and you want more specific information, ask questions. Be sure you have a clear understanding of the job and the company. As the interview turns to talk about your qualifications, be prepared to deal with aspects of your background that could be construed as negative, i.e., low grade point average, no participation in outside activities, no related work experience. It is up to you to convince the recruiter that although these points appear negative, positive attributes can be found in them. A low GPA could stem from having to fully support yourself through college; you might have no related work experience, but plenty of experience that shows you to be a loyal and valued employee. Many times recruiters will ask why you chose the major you did or what your career goals are. These questions are designed to determine your goal direction. Employers seek people who have direction and motivation. This can be demonstrated by your answers to these innocent-sounding questions.

It is Your Turn to Ask Questions
When the recruiter asks, “Now do you have any questions for us?” it’s important to have a few ready. Dr. C. Randall Powell, author of Career Planning Today, suggests some excellent strategies for dealing with this issue. He says questions should elicit positive responses from the employer. Also, the questions should bring out your interest in and knowledge of the organization. By asking intelligent, well-thought-out questions, you show the employer you are serious about the organization and want more information. It also indicates to the recruiter that you have done your homework.
The Close Counts, Too
The interview is not over until you walk out the door. The conclusion of the interview usually lasts five minutes and is very important. During this time the recruiter is assessing your overall performance. It is important to remain enthusiastic and courteous. Often the conclusion of the interview is indicated when the recruiter stands up. However, if you feel the interview has reached its conclusion, feel free to stand up first. Shake the recruiter’s hand and thank him or her for considering you. Being forthright is a quality that most employers will respect, indicating that you feel you have presented your case and the decision is now up to the employer.

Expect the Unexpected
During the interview, you may be asked some unusual questions. Don’t be too surprised. Many times questions are asked simply to see how you react. For example, surprise questions could range from, “Tell me a joke” to “What time period would you like to have lived in and why?” These are not the kind of questions for which you can prepare in advance. Your reaction time and the response you give will be evaluated by the employer, but there’s no way to anticipate questions like these. While these questions are not always used, they are intended to force you to react under some stress and pressure. The best advice is to think and give a natural response.
Why it Matters

Employers want students who communicate well, work effectively in teams, and are genuinely enthusiastic. During an interview, your attire plays a supporting role to these qualities, but that role is an important one. Your appearance is the first impression you make on an employer. Appropriate attire shows that you take the interview process seriously. It also demonstrates respect to the people you meet.

Although many employers have a relaxed or business casual dress code, interviews still require a traditional, professional, conservative approach. Your primary goal in dressing for an interview is to feel good about the way you look while projecting a professional image to the potential employer. Remember, you don’t get a second chance to make a good first impression.

Men: Interview Attire Checklist
- Solid color, conservative suit – black, navy or charcoal gray
- White, long-sleeved, button-down dress shirt
- Conservative silk tie, coordinated with suit
- Dark socks – black, dark gray or dark blue
- Polished leather dress shoes – black or brown
- Belt – black or brown, to match your shoes
- Minimal or no jewelry – no earrings or facial piercings
- Neat, professional hairstyle
- Clean-shaven or neatly trimmed facial hair
- Light aftershave and/or cologne
- Neatly trimmed nails
- Portfolio with a pen, paper and extra copies of your résumé

Women: Interview Attire Checklist
- Solid, dark color, conservative suit – skirt suit or pantsuit; skirt length should be at least to the knee
- White or light-colored blouse – avoid low-cut necklines and busy patterns
- Conservative shoes – moderate heel, closed toe, coordinated with suit
- Limited, conservative jewelry – no facial piercings
- Neat, professional hairstyle
- Neutral hosiery – no runs, bring an extra pair just in case
- Light make-up and perfume
- Manicured nails with light polish
- Small purse, coordinated to match shoes and suit
- Portfolio with a pen, paper and extra copies of your résumé

What Not to Bring to the Interview
- Cell phone – even if it is set on vibrate, the interviewer can still hear it
- Any electronics
- Gum
- Cigarettes
- Coffee, soda or water bottle
- Visible piercings and tattoos
Interview Attire Tips

- Try on your clothes at least a week before the interview to be sure you have appropriate interview attire and everything fits correctly. Clothes should not be too tight or too loose.
- Get your clothes ready the night before. This will save you time and worry on the day of your interview.
- Iron your clothes and make sure everything is wrinkle-free.
- Polish your shoes. Shoes should not be scuffed or worn out.
- Bring a breath mint and use it before you enter the building.
- Smile!

What Does “Professional/Business Dress” Mean?

**PROFESSIONAL/BUSINESS DRESS**

**Men:**
- Dark suit, well-tailored
- Conservative color pressed starched shirt
- Matching shoes and belt
- Polished shoes
- Socks to match shoes
- White undershirt without designs

**Women:**
- Conservative suit, well-tailored
- Pants or knee length skirt
- Closed toe shoes to match suit color
- Hose no darker than shoes
- Quality handbag
- One pair of earrings/one ring

**BUSINESS CASUAL**

**Men:**
- Khakis or slacks
- Button down or collared shirt
- White undershirt without design
- Matching belt and shoes
- Polished shoes
- No jeans

**Women:**
- Khakis, Slacks or skirt
- No halters, crop tops or backless tops
- Casual but conservative shoes
- No jeans

**CASUAL**

**Men:**
- Cotton shorts/pants/denim
- Knit shirt
- Sandals or athletic shoes

**Women:**
- Cotton shorts/pants/denim
- Casual blouse/shirt
- Sandals or athletic shoes
Dress for Success: Women and Men

What do you wear to a career fair? To a job interview? To your first day on the job?

Look professional—first impressions count. Here’s what to wear:

**What to Wear: Women**

- **SUIT:** Wear a conservative suit or conservative dress in black, navy, or dark gray. Skirt length should fall just at or barely above the knee. Pants should be hemmed to skim the top of your shoes.

- **SHIRT:** Pair your suit with a white or light-colored blouse, a nice sweater, or a shell.

- **HOISERY AND SHOES:** Hosiery should be plain or neutral. Shoes should be a closed-toe pump or low-heeled shoe that matches your suit.

- **ACCESSORIES:** Wear a minimum amount of jewelry: small earrings, a watch, a ring.

- **GROOMING:** Have a well-groomed hairstyle and wear minimal and natural-looking makeup. Your fingernails should be clean. Wear a light polish or no polish.

**What NOT TO WEAR:** Short skirts, shorts, see-through or low-cut shirts, sandals, clanking or large jewelry

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**What to Wear: Men**

- **SUIT:** A conservative, two-piece suit in black, navy, or dark gray is appropriate. Khakis, if business casual is called for.

- **SHIRT:** Pair it with a long-sleeved white or light blue tailored shirt.

- **TIE:** Choose a conservative tie. Look for something with stripes or a small pattern.

- **SHOES:** Wear polished dress shoes, dark socks, and a belt to match your shoes.

- **ACCESSORIES:** Wear a minimum amount of jewelry: a watch, a ring.

- **GROOMING:** Have a well-groomed hairstyle and clean fingernails.

**WHAT NOT TO WEAR:** Shorts, jeans, t-shirt, wild tie

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Putting on a tie is considered a dreaded task for some men, but it really doesn't have to be. Just follow these simple directions and you will know exactly how to tie a tie in no time.

**How to tie a Windsor Knot:**

1. The wide end "A" should extend about 12 inches below narrow end "B". Cross wide end "A" over narrow end "B".

2. **Bring wide end "A" up through loop between collar and tie; then back down.**

3. **Pull wide end "A" underneath narrow end "B" and to the left, and back through the loop again.**

4. **Bring wide end "A" across the front from left to right.**

5. **Pull wide end "A" up through the loop again.**

6. **Bring wide end "A" down through the knot in front.**

7. Using both hands, tighten the knot carefully and draw up to collar.

The knot should stay snug on top of the collar button. A tie that is too tight will creep up the collar, not to mention reddening your face and making it difficult to breathe! A loosened tie looks sloppy and is a sign that you are not paying attention.

**Tie your neck tie in front of a mirror!**

**Give yourself a few extra minutes** when tying a tie for the first time. Allow yourself time to re-tie the knot higher or lower until you get it the right length. Part of good grooming means paying attention to the details. Employers will notice and appreciate the effort.

**When slipping the broad end through the knot,** push a loop through with your finger, then pull the rest through. This helps keep the knot together.

**Look for the spot on the tie where the narrow end becomes wider.** This will often be the best place to pass the broad end over the narrow end. Try tying the tie with this widening section laying on top of the narrow end’s knot spot. Even if it does not make the perfect knot for you, it gives you a good way of gauging the distance the second time around.
There are several ways to conduct an interview. Every employer and hiring department is different. Here is a breakdown of the different formats. Remember, some employers may use a combination of these formats so it is important to be aware of the differences.

**Behavioral Interviews**

The theory behind behavioral interviews is “past performance predicts future behavior.” Open-ended, situational-based questions can help the employer determine how you would behave in a specific situation. They can also inform the employer about your communication, leadership and problem-solving skills. Your responses will be based on “stories” or “examples” of your past experiences (i.e. community service, previous employment, school projects, leadership experience, etc.).

Behavioral interview questions may begin as follows:

- Tell me about a time when you...
- Describe a situation in which you...
- Give me an example of a time when you...
- Walk me through how you would handle a situation where...

Your answer to a behavioral interview question must explain the **Situation** you were in, the **Task** (problem) for which you were responsible, the specific **Action** you took, and the **Results** of your action. This is known as the **S.T.A.R.** technique. You may also see it referred to as the **S.A.R.** (Situation. Action. Result.) or **B.A.R.** (Behavior. Action. Result.) technique.

**Telephone Interviews**

Telephone interviews are mostly used to screen candidates before inviting you to an on-site meeting. Telephone interviews are actual interviews, so take them just as seriously as face-to-face interviews. Be prepared to receive a telephone call at any time. The initial contact may be to schedule the telephone interview, so make sure that you are professional at all times when answering your telephone.

- Research and prepare just as you would for a face-to-face interview.
- Have your paperwork, research, questions, and résumé all in one place.
- Have a notebook and a pen available. It is suggested not to take notes on a computer. The typing on a keyboard could be distracting to the employer.
- Make sure you get everyone’s name and contact information so that you can send a thank you letter after the interview.
- If the time to conduct a telephone interview is inconvenient, ask to schedule a more appropriate time.
- Find a quiet place to hold the interview where you can focus.

**On-Site Interviews**

On-site interviews occur at the company’s location. This is a chance to see where you might be working if chosen for the position. You would typically be given a tour of the facility and a chance to meet some of the other employees.

- Be on time (at least 15 minutes early).
- Prepare for any travel contingency (traffic, construction, detours, confusing directions, etc.).
Team Interviews
Team interviews are the most common interview style. There may be individuals from the same department or selected from across the company in order to offer different perspectives and insights. Here are a few tips to help you prepare for and be familiar with this type of interview:

- Have fresh copies of your résumé.
- Have business cards with your name, contact information and career focus.
- Have a notebook with prepared questions for the end of the interview.
- Carry all of your materials in a professional-looking portfolio.
- Use active-listening skills.
- Answer the questions posed to you but make sure they are directed to everyone present.
- Thank everyone present for his or her time.
- Send a thank you letter to each person within 48 hours of the interview.

Virtual Interviews
In today’s economy and in a global setting, a virtual interview is the most economic and convenient choice for some employers and candidates. Virtual interviews cut down on travel, fuel costs and are much less time-consuming than traditional interviews. The following tips can help to make this experience much easier and more effective:

- Make sure you have a Skype account, or other compatible streaming video, and the application is working properly long before the interview is to take place.
- Make sure your webcam and microphone are calibrated correctly.
- This is a real interview so dress to impress. Make sure that you are not wearing too light of a color, such as whites or pastels. Do not wear shirts or dresses with a “busy” pattern. It might look fine “live,” but on video it could be distracting. Shades of black, navy blue, or gray are best.
- Position the camera directly on you. Make sure that the background is uncluttered and that there will be no distractions or ambient noise (music, outside noise, dogs, people talking).
- Make eye contact with the camera; smile and speak clearly (but do not shout).
- Be prepared for technical glitches. They happen. Ask for a phone number directly to the interview room in case these problems occur. Your video interview might turn into a phone interview, but you can pick up where you left off. It can show your initiative and problem-solving skills on the spot.
- If you do not have access to a webcam or the Skype software, The Career Development Center can be of assistance.
Have your research and company notes at hand. You should also have a copy of the résumé that you sent to that company. Remember, the most effective résumé are those that are especially tailored.

Take a "surprise" call in your stride. If you are looking for work then telephone interviews should not really be a "surprise."

Be calm and collected. Remember to slow your breathing. Try counting to 5 with each inhale and exhale.

Smile - it really makes a difference in your voice, so much so that the person on the other end can tell when you are smiling.

Sound positive, friendly, and collected.

If you need time say..."Thank you for calling. Would you wait just a moment while I close the door?" Rest the phone as you pull out your résumé and company information.

Be professional, as if it was a face-to-face interview. Don't be over-familiar with the interviewer. It does happen!

You should always refer to the interviewer by his or her surname (Mr./Mrs.) until invited to do otherwise.

Listen carefully to the interviewer. Listening and communication skills are essential.

Answer politely and keep to the point...telephone interviews are seldom more than 15 minutes.

Have some questions prepared - for example, "What exactly will be the three major responsibilities in this job?"

Be factual in your answers.

Speak directly into the telephone. Keep the mouthpiece about one inch from your mouth.

Do not smoke, eat, or drink while on the phone.

Turn off/shut out all background noise, such as pets, children playing and the television.

Take notes. They will be invaluable to you in preparing for the face-to-face meeting. No need to record the conversation verbatim. Just take notes of important aspects of the interview.

Prompt the interviewer to invite you to interview by saying, "I am immediately available for interview if you would like to arrange one now."

If you are invited to an interview take a note of the details and read them back to confirm the date, place, time etc.

Ask if there is anything you should bring to the interview; ask the format of the interview or what you should expect during the interview process, and ask the length of the interview. This information will be excellent when it comes to preparing.

Taking care to ascertain the correct spelling and pronunciation of the interviewer's name shows your concern for the small but important things-it will be noticed.

If you require more details like a job description or job title, ask for one.

Thank the interviewer for his/her time and express that you hope to hear from them soon. No harm in saying that you are very keen for a face-to-face interview. One school of thought asserts that you should ask three times for an interview; subtly of course.

"I am immediately available for interview."

"I really would like an opportunity to meet you and look around the company."

"I will be in the area on Monday and it is no problem to pop in."

It is difficult to evaluate an opportunity properly over the telephone. Even if the job doesn't sound right, go to the interview. At the very minimum it will give you practice.

Moreover, once you attend a face-to-face interview the job may look a bit more attractive as you gather more facts. You might even discover a more suitable opening elsewhere within the company.
THE 30-SECOND COMMERCIAL

What is it?
One of the keys to successful interviewing and networking is to make a really strong first impression. One of the first opportunities to make this impression is often in response to the question “Tell me about yourself.” The answer is your personal “commercial.” It is essentially an overview of your experience, skills, strengths, accomplishments and goals – all in 30 seconds or less!

When will I use it?
You will use your 30 second commercial throughout your professional life. Some relevant uses include:
• At an interview
• In a cover letter – to highlight your background and key abilities.
• At professional networking events – when you are asked to introduce yourself.
• In cold calling employers for an internship or future job.
• When introducing yourself to a potential employer at a career fair.

What should I include in my 30 second commercial?
The structure of a 30 second commercial generally follows this similar pattern:
1. Introduce yourself, if appropriate.
2. Discuss your education and relevant experiences.
3. State a strength or skill in which they would be interested.
4. Follow that with an accomplishment (or two) that proves you have that skill. It can be related to school, work, a volunteer experience, an activity (like Eagle Scout), etc.
5. Describe your employment goal. What are you looking for now and/or in the future?
6. Most importantly, tell how you can immediately benefit the company.

Create your own 30 –Second Commercial...
• Write a summary of what you want people to know about you that can be delivered in less than 30 seconds.
• Make it upbeat and concise; who you are, what you do, what you’re looking for.
• Share basic information about yourself and your career interests.
• A good pitch makes your heart race. Show the fire in your belly and your passion to succeed.

Sample 30-Second Commercials:
Hello, I’m Carrie Jones. I’m a senior here at UT Arlington and I am majoring in English. I am very interested in a marketing career. As you can see on my résumé, I just completed an internship in the Marketing Division of ABC Company in Dallas. I’ve also taken some courses in business marketing. I’m interested in talking with you about marketing opportunities with your organization.

Hello, my name is Jack Johnson and I am graduating this December with a degree in Psychology. I am interested in Sports Administration. I am on several campus committees devoted to promoting and producing sporting events, both intercollegiate and intramural. My ultimate goal would be to land in sports marketing and sponsorship sales, but I am also interested in other areas.

If it helps to write things out, use this space to write your 30-Second Commercial before you practice with employers. Remember to convey who you are, why you are calling, and what you can offer.

_________________________________________________________________________________
_________________________________________________________________________________
_________________________________________________________________________________
_________________________________________________________________________________
PROSPECTIVE INTERVIEW QUESTIONS FROM EMPLOYERS

Before you begin interviewing, think about these questions and possible responses and discuss them with a career consultant. Conduct mock interviews and be sure you are able to communicate clear, unrehearsed answers to interviewers. This is NOT an exhaustive list of interview questions. You should also expect questions relevant to your field/industry.

PERSONAL
1. Tell me about yourself.
2. What are your hobbies?
3. Why did you choose to interview with our organization?
4. Describe your ideal job.
5. What can you offer us?
6. What do you consider to be your greatest strengths?
7. Can you name some weaknesses?
9. Have you ever had any failures? What did you learn from them?
10. Of which three accomplishments are you most proud?
11. Who are your role models? Why?
12. How does your college education or work experience relate to this job?
13. What motivates you most in a job?
14. Have you had difficulty getting along with a former professor/supervisor/co-worker and how did you handle it?
15. Have you ever spoken before a group of people? How large?
16. Why should we hire you rather than another candidate?
17. What do you know about our organization (products or services)?
18. Where do you want to be in five years? Ten years?
19. Do you plan to return to school for further education?

EDUCATION
20. Why did you choose your major?
21. Why did you choose to attend your college or university?
22. Do you think you received a good education? In what ways?
23. In which campus activities did you participate?
24. Which classes in your major did you like best? Least? Why?
25. Which elective classes did you like best? Least? Why?
26. If you were to start over, what would you change about your education?
27. Do your grades accurately reflect your ability? Why or why not?
PROSPECTIVE INTERVIEW QUESTIONS
FROM EMPLOYERS (cont’d)

EXPERIENCE
28. What job-related skills have you developed?
29. Did you work while going to school? In what positions?
30. What did you learn from these work experiences?
31. What did you enjoy most about your last employment? Least?
32. Have you ever quit a job? Why?
33. Give an example of a situation in which you provided a solution to an employer.
34. Give an example of a time in which you worked under deadline pressure.
35. Have you ever done any volunteer work? What kind?
36. How do you think a former supervisor would describe your work?

CAREER GOALS
37. Do you prefer to work under supervision or on your own?
38. What kind of boss do you prefer?
39. Would you be successful working with a team?
40. Do you prefer large or small organizations? Why?
41. How do you feel about working in a structured environment?
42. Are you able to work on several assignments at once?
43. How do you feel about working overtime?
44. How do you feel about travel? The possibility of relocating?
45. Are you willing to work flextime?

BEHAVIORAL INTERVIEW QUESTIONS
46. Tell me about yourself as it relates to your career goals?
47. Describe a situation in which you were required to “think on your feet.”
48. What are the essential elements of effective problem solving?
49. Tell me about a recent problem you encountered and how you came to the solution.
50. Tell me about the last time you went the “extra mile” to do something because it was needed, even though it was not your responsibility.
51. How do you prioritize your workload?
52. Tell me about a difficult person you’ve worked with and how you approached this person.
53. What three words would your peers use to describe you and why?
54. In what instances is written communication better than verbal communication?
55. How do you manage your time when dealing with conflicting priorities?
56. Tell me about your most rewarding experience.
57. Why should we hire you over all of the other candidates who have applied?
“So, tell me about yourself.”

What seems like such a simple question can really make you sweat, especially in an interview. What, exactly, should you share—not just to build rapport, but to show that you’re the perfect fit for the job?

Fear not, job seekers: There’s a super-simple formula that will help you answer this question with ease.

**How to Answer “Tell Me About Yourself”**

The first question you are probably going to get in an interview is, “Tell me about yourself.” Now, this is not an invitation to recite your entire life story or even to go bullet by bullet through your resume. Instead, it’s probably your first and best chance to pitch the hiring manager on why you are the right one for the job.

A formula we really like to use is called the **Present-Past-Future Formula**. First, you start with the present—where you are right now. Then, segue into the past—a little bit about the experiences you’ve had and the skills you gained at the previous position. Finally, finish with the future—why you are really excited for this particular opportunity.

Let me give you an example:

If someone asked, “tell me about yourself,” you could say:

“**Well, I’m currently an account executive at Smith, where I handle our top performing client. Before that, I worked at an agency where I was on three different major national healthcare brands. And while I really enjoyed the work that I did, I’d love the chance to dig in much deeper with one specific healthcare company, which is why I’m so excited about this opportunity with Metro Health Center.**”

Remember throughout your answer to focus on the experiences and skills that are going to be most relevant for the hiring manager when they’re thinking about this particular position and this company. And ultimately, don’t be afraid to relax a little bit, tell stories and anecdotes—the hiring manager already has your resume, so they also want to know a little more about you.

Try the Present-Past-Future formula during your interviews.

HOW TO RESPOND TO BEHAVIORAL INTERVIEW QUESTIONS

In today’s competitive workforce, it is important to impress upon the prospective employer that you are the best and most qualified candidate for the position by claiming not only that you have the skills required but by proving it through vivid examples of your past performance.

These examples may come from work experience, extracurricular activities, hobbies, volunteer work, and classroom experiences. A complete description of the behavior which includes the situation under which an action occurred, the action itself, and the result of that action are known as the S.T.A.R. technique (also known as the S.A.R. or B.A.R. technique).

Your answer to a behavioral interview question must explain the Situation you were in, the Task (problem) for which you were responsible, the specific Action you took, and the Results of your action in order to be considered a complete S.T.A.R.

Interviewers conduct behavioral interviews to identify candidates who have the core competencies that are necessary to be successful in the position being offered.

Some competencies might include:

- **Communication**: Able to clearly present information through the spoken word; influence or persuade others through oral presentation in positive or negative circumstances; listen well.
- **Decision Making and Problem Solving**: Able to take action in solving problems while exhibiting judgment and realistic understanding of issues; able to use reason, even when dealing with emotional topics.
- **Team Building**: Able to work with people in such a manner as to build high morale and group commitments to goals and objectives.
- **Organization and Planning**: Able to organize or schedule people or tasks; to develop realistic action plans while being sensitive to time constraints and resource availability.

**Sample Behavioral Interview Questions:**

- Tell me about a specific experience that illustrates your ability to communicate.
- Solving problems requires more than good plans; it means taking action. Give me an example of a time when you were able to take meaningful action in solving a practical problem.
- It is sometimes important to deal with a negative attitude to build team motivation. Give me an example of a time when you confronted a negative attitude successfully.
- Give me an example of a time in which you were effective in doing away with the “constant emergencies” and “surprises” in your organization’s climate. How did your planning and time management help you deal with the unexpected?
WHAT TO ASK DURING AN INTERVIEW

It is now your turn! As the interview draws to a close you will be asked, “What questions do you have for us?” Have interview questions of your own ready to ask, but make sure they are related to the position. You are also interviewing the employer to assess whether this company and the position are a good fit for you.

Here are some examples:
• How would you describe a typical week in this position?
• What is the director’s management style?
• Who does this position report to?
• How many people work in this office/department?
• What do you like about working here?
• What would you change to make the workplace better?
• If I were extended a job offer, how soon would you like me to start?
• What are the next steps? What kind of follow-up can I expect?
• As a manager, what frustrates you about the people who work for you?
• Can you give me an example of how you work collaboratively with other departments?
• What would be the three things that your peers would say you do extremely well?
• How do you recognize employee achievement?
• What have been the main characteristics of a successful employee?
• What products (or services) are in the development stage now?
• What is the largest single problem facing your staff (department) now?
• What qualities are you looking for in the candidate who fills this position?
• What skills are especially important for someone in this position?
• What characteristics do the achievers in this company seem to share?
• Is there a lot of team/project work?
• Will I have the opportunity to work on special projects?
• Where does this position fit into the organizational structure?
• What is the next course of action? When should I expect to hear from you?

What NOT to ask during an interview
• What is the salary range of this position?
• What are the fringe benefits?
• How many sick days may I have?
• How much vacation time may I use in a year?
• How many holidays are given?
• Does this position carry an expense account?
• How liberal is the expense policy of this company?
• When can I expect my first raise? How much will it be?
• Will I have to work overtime?
• What is the relocation package?
Once the first interview has been completed, companies invite their top candidates back for a second interview. Normally, this interview is done at the actual facility. Sometimes, this interview involves traveling out of town, so special care should be taken to ensure that your “big day” progresses without a problem.

You should expect the second interview to last at least a half-day. Therefore, flexibility is key here. Remember to keep upbeat and professional in all situations on that day. You will meet many people, all of whom have the potential to evaluate you prior to a job offer being made.

Any, none, or all, of the following could occur during your second interview...

Meet with a company contact person to discuss:
- An outline of the activities for the day.
- The structure of the company or organization.
- General employment guidelines and procedures.
- Answers to your general questions.

Interviews with at least four to eight people in individual and/or group settings.
- Most of these people work in your area of specialization or interest.
- They will be from various levels of employment including coworkers and all levels of management.
- Many interviews will be similar in terms of the types of questions asked. Remember to be consistent in your responses.
- Stay upbeat and professional with each individual or group that you meet.
- You will be evaluated on your abilities, competence, personality, and fit.

Lunch may be included for informal interviewing.
- Relax & be prepared to make “small talk”. Keep your conversation mature and professional.
- The purpose of the meal is to observe you in a less formal setting.
- You are being evaluated on your social graces, manner of speech, contemporary views and ideas, ability to converse, and ability to mix business and pleasure.
- Do not smoke or drink alcoholic beverages.
- Order foods that are easy to eat (avoid messy foods) and moderately priced.

A company/facility tour may also be scheduled.
- Use this time to observe the work environment and employees.
- Appear interested and ask insightful questions.

Testing may also be done during this time.
- Companies may use a variety of examinations to assess your: technical skills, verbal or writing skills, and/or personality. There may also request you conduct a drug and/or physical exam.
- These tests cannot be prepared for. Relax and do your best.

At the end of the day, you will usually meet again with your contact person.
- Be prepared to give your impressions of the day.
- The contact will be able to explain follow-up procedures to you.
- The contact will also discuss any reimbursement details that might apply.
- You can ask any final questions that you might have.
Sending thank you letters is an essential part of any job search. Send thank you letters to those who provide information, advice, or referrals during your job search; even someone who offered advice during a telephone conversation. Most important, a thank you letter should be sent after each and every job interview.

Write the letter as soon as possible to give it the greatest impact. Remind the reader of what was discussed, and comment on how you plan to act on the information, advice, or referral you received. After a job interview, you might include something relevant about your qualifications that you neglected to mention in the interview.

Managers who may have to choose between two good candidates may make their hiring decision based on which candidates sent a thank you letter. Remember, your professional presentation during the job search is often the only indication a manager has of how you will present yourself on the job.

**Quick Tips:**
- Write and send your thank you letter very soon after the interview (within 24 hours)!
- Use the same heading (your contact information) you used on your résumé.
- Refer to something you learned about the company or position.
- Include something you forgot to mention in the interview.
- Reinforce the most important aspects of your qualifications.
- Restate your interest in the position.

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**THANK YOU LETTER EXAMPLE**

**Chris Williams**  
123 Main Street • Arlington, TX  76019 • 817.123.4567 • cwilliams@mavs.uta.edu

November 2, 20XX

Ms. Jane Baxter, Vice President  
Texas Commerce Bank  
25 South Street  
Ft. Worth, Texas  76052

Dear Ms. Baxter:

It was indeed a pleasure meeting with you yesterday to discuss opportunities in commercial banking. Your planned expansion is most interesting, especially your ideas concerning outreach to small businesses.

My experience working for a number of small service businesses in Dallas while completing my degree has made me particularly sensitive to the unique needs of small business owners. As you learned from our conversation, I have also worked as a bank teller and understand the bank’s commitment to customer service.

I remain very interested in the commercial banking representative position. I am confident that my skills and experience would be a valuable addition to your team. I look forward to hearing from you soon.

Sincerely,

Chris Williams
THANK YOU LETTER EXAMPLE (On-Campus Interview)

Michael C. Maverick
123 Main Street • Arlington, TX 76019 • 817-123-4567 • mcmaverick@mavs.uta.edu

October 1, 20XX

Ms. Jane Doe, Human Resource Manager
Dream Corporation
123 Main Street
Anytown, TX 70001

Dear Ms. Doe:

Thank you for interviewing me for the _____________ position at The University of Texas at Arlington on September 20, 20XX. It was a pleasure meeting you and discussing employment opportunities at Dream Corporation. I continue to be very enthusiastic about the Financial Analyst position and look forward to actively pursuing this opportunity.

After attending Dream Corporation’s evening presentation and speaking with you, I am even more interested in the position. I am eager to make a positive contribution to your team. My education, cooperative education experience, and strong financial management and customer relations skills have fully prepared me to succeed with little training in this entry-level position in your organization. I am confident my leadership abilities and strong work ethic will allow me to contribute to the teamwork spirit at Dream Company.

Per your request, I have enclosed my transcript and three references along with their contact information. If you need further information please do not hesitate to contact me. Again, I thank you and look forward to working with you in the future.

Sincerely,

Michael C. Maverick

Enclosures:
Transcript
References
MATERIALS/ORGANIZING YOUR JOB SEARCH

- Résumés/Cover Letters: Create a unique résumé and cover letter for each position. Incorporate industry and position key words to target your application materials to the position. Do not use a template. Visit the Career Development Center for a critique and to get a free Career Development Guide.

- References: Contact at least three business professionals, mentors, colleagues, advisors, or professors to obtain permission to use them as references. Be sure to provide your references with a copy of your résumé.

- HIREAMVERICK job database: Review job postings on a regular basis. Upload a current résumé and apply to companies who are looking for UT Arlington students and graduates. Utilize additional job search resources outside of the HIREAMVERICK job database to extend your potential opportunities.

- Organize your job search: Create a spreadsheet to track networking contacts, job applications, and interviews.

INTERVIEW PREPARATION

- Thoroughly research the company, position and industry.

- Schedule a mock interview at The Career Development Center or inquire about using the virtual mock interview website called “Interview Stream”.

- Prepare appropriate interview attire (contact The Career Development Center for any tips and advice).

- Prepare answers to the most common interview questions as well as questions to ask at the end of the interview.

- Plan to arrive at your interview 10-15 minutes early. If delayed, call the company immediately.

- Greet the interviewer(s) with a firm handshake, good eye contact, enthusiastic smile, and sincerity.

- Maintain a high level of energy and confidence.

- Show enthusiasm for the position and company and express desire to land this position (without desperation).

- Stress relevant achievements and specific qualifications that reflect the job description.

- Close the interview by telling the interviewer(s) that you want the job and asking about the next step in the process. (Some experts even say you should close the interview by asking for the job.)

FOLLOW UP

- Send a thank you letter to each person within 24 hours of the interview.

- Maintain a job search log, which will help you track your job search progress.

- Remember to follow up with the employer 2-3 weeks after the interview.

- Contact The Career Development Center as soon as an offer is made to inform them of your success.
INTERVIEWING DO’S & DON’TS

Do:

• Take a practice run to the location where you are having the interview or be sure you know exactly where it is and how long it takes to get there.
• Conduct your research and know the type of job interview you will be encountering. And do prepare and practice for the interview, but don’t memorize or over-rehearse your answers.
• Dress the part for the job, the company, or the industry. And do err on the side of conservatism.
• Plan to arrive at least 10—15 minutes early. Late arrival for a job interview is never excusable. If you are running late, do phone the company.
• Greet the receptionist or assistant with courtesy and respect. This is where you make your first impression. If presented with a job application, do fill it out neatly, completely, and accurately.
• Bring extra résumés to the interview.
• Greet the interviewer(s) by title (Ms., Mr., Dr.) and last name if you are sure of the pronunciation. (If you are not sure, do ask the receptionist about the pronunciation before going into the interview.
• Shake hands firmly. Don’t have a limp or clammy handshake!
• Wait until you are offered a chair before sitting. And do remember body language and posture: sit upright and look alert and interested at all times.
• Make good eye contact with your interviewer(s).
• Show enthusiasm in the position and the company.
• Avoid using poor language, slang, and pause words (such as "like," "uh," and "um").
• Have a high confidence and energy level, but don’t be overly aggressive.
• Avoid controversial topics.
• Make sure that your good points come across to the interviewer in a factual, sincere manner.
• Stress your achievements. Don’t offer any negative information about yourself.
• Show off the research you have done on the company and industry when responding to questions.
• Remember that the interview is also an important time for you to evaluate the interviewer and the company he/she represents.
• Always conduct yourself as if you are determined to get the job you are discussing. Never close the door on an opportunity until you are sure about it.
• Show what you can do for the company rather than what the company can do for you.
• Ask intelligent questions about the job, company, or industry. You should always ask questions. It shows a lack of interest if you fail to ask questions.
• Close the interview by telling the interviewer(s) that you want the job and asking about the next step in the process. (Some experts even say you should close the interview by asking for the job.)
• Try and get business cards from each person you interviewed with -- or at least the correct spelling of their first and last names. Don’t make assumptions about simple names -- was it Jon or John -- get the spelling.
• Immediately take down notes after the interview concludes so you don’t forget crucial details.
• Write thank you letters within 24 hours to each person who interviewed you.
INTERVIEWING DO’S & DON’TS (cont’d)

Don’t:
- Fidget or slouch.
- Rely on your application or résumé to do the selling for you. No matter how qualified you are for the position, you will need to sell yourself to the interviewer.
- Refer the interviewer to your résumé when asked how your education, background and other qualifications helped prepare you for the position.
- Tell jokes during the interview.
- Smoke, even if the interviewer does and offers you a cigarette. And don’t smoke beforehand so that you smell like smoke. Do brush your teeth, use mouthwash, and have a breath mint before the interview.
- Be soft-spoken. A more assertive voice projects confidence.
- Act as though you would take any job or are desperate for employment.
- Say anything negative about former colleagues, supervisors, or employers.
- Ever lie. Answer questions truthfully, frankly and succinctly. Don’t over-answer questions.
- Answer questions with a simple "yes" or "no." Explain whenever possible. Describe those things about yourself that showcase your talents, skills, and determination. Give examples.
- Bring up or discuss personal issues or family problems.
- Respond to an unexpected question with an extended pause or by saying something like, "boy, that's a good question." And do repeat the question out loud or ask for the question to be repeated to give you a little more time to think about an answer. A short pause before responding is okay.
- Inquire about salary, vacations, bonuses, retirement, or other benefits until after you've received an offer. Be prepared for a question about your salary requirements, but do try and delay discussing salary until you have received an offer.
- Answer cell phone calls during the interview, and do turn off your cell phone.
- Text message anyone during an interview.
Interview Stream is a web-based mock interview program to assist in preparation for upcoming interviews for internships, jobs, or graduate or professional school admission. It is a simple, fun, and effective way to refine and master your interviewing skills. With Interview Stream, all you need is a computer, a webcam, a microphone, and the Internet. Interview Stream allows you to practice interview questions in the privacy of your own home.

- See and hear yourself responding to real interview questions before your interview with an actual employer.
- Prepare for any job or graduate school interview by choosing from pre-selected interviews or 4000+ questions.
- Critique yourself or share your interview with others.
- Practice as many times as you like—anywhere, anytime from any computer with a webcam.
- An e-mail will be sent to you with a link to retrieve and review your Interview Stream video file. Interviews can be shared with faculty, family, friends, colleagues and mentors for feedback.

To get started using Interview Stream, go to http://ut.arlington.interviewstream.com/

OR

Visit The Career Development Center website @ www.uta.edu/careers
Click Students > Interview Preparation for the link to Interview Stream in the right column

- Login or Create a Free Account
- Click ‘Conduct Interview’
- Choose Your Interview
- Test Your Webcam/Microphone and Begin Interview
- Respond to Your Interview Questions

support@interviewstream.com
powered by INTERVIEWSTREAM™
HIREAMAVERICK STUDENT QUICK GUIDE

Log In To HIREAMAVERICK
Go to:  www.myinterface.com/uta/student

Current Users:
• Log into the HIREAMAVERICK database using your current User ID (1000#) and Password.
• To update your profile, put your cursor over My Account and select My Profile. Under My Profile, you will see sections containing Personal Information, Demographic Information, Skills, Additional Information, etc.
• Click the Edit button at the top of the page or next to each section in order to update information.
• Click on the Save button.

New Users:
• Select “Click here to register” and follow the directions.
• Required fields are marked with a red asterisk (*).
• Put your cursor over My Account and select My Documents. Click on the Add button. Click on the Browse button to find and select the document you want to upload. Give your document a name. Click the Upload button.
• Once you have completed your profile and uploaded your document(s), your account will be in pending status until an administrator reviews your resume to ensure your resume is a strong document. If any changes or edits are needed we will email you at the email address we have on file informing you of any changes or edits that need to be made.
• You will be contacted via email within 48 hours notifying you of changes to your resume and/or account approval.

Searching for Jobs (Full & Part Time), Internships, and Co-ops
• Put your cursor over Jobs and select Job Search. All jobs will be displayed.
• To narrow down your job search, you may click on Advanced Search and/or Position Type; you may also do a search by Keyword.
• Click on a job title to see specifics of the position and instructions on how to apply.

Searching On-Campus Interview Schedules
Qualified Schedules—view the list of all on-campus interview schedules for which you meet the minimum requirements
• Put your cursor over Interview Schedules and select Qualified Schedules.
• Click on the job title to see specifics of the position.
• Click on Request Interview button at the top of the job posting to submit your resume. You will be prompted to select which resume you would like to submit; then click Save.
• Please take note of the following dates: Interview Date and Schedule Closes; if you have not submitted your resume prior to the Schedule Closes date, you will not be considered.
• Employers will contact students to place you on their schedule for an On-Campus Interview.

Future Schedules—view all upcoming on-campus interview schedules and determine which qualification(s) you do not meet.
• Put your cursor over Interview Schedules and select Future Schedules.
• Click on the job title (2x) to see specifics of the position, as well as reason(s) you may not qualify to request an interview.
• Please take note of the following dates: Interview Date and Schedule Closes; you must submit your resume prior to the Schedule Closes date in order to be considered.

Searching for Career Events
• Click on Career Events for a list of all current and upcoming career events.
• To view details of the career event, employer’s registered to attend, and/or to RSVP (if applicable), click on the career event name.
Saving your Search, Saving Favorite Jobs, and Emailing New Jobs

- To save jobs to favorites, click on the Add to Favorites button in the job profile.
- Click on My Favorites in the left navigation bar to see your favorite jobs.
- Click on Save Search at the top of the job listings to save a particular search criteria.
- Click on Email Me New Jobs at the top of the job listings to send you an email to the email address we have on file informing you of new postings that match your criteria.

Viewing Your Activity

- Put your cursor over My Account and select My Activity.
- You will be able to view all of the activity that has taken place on your account, click on the number beside each category (even it reflects "0").

Searching the Resource Library

- Click on Resource Library for a list of resources you will find helpful during your job search, which include the following:
- Click on Student Handouts for a copy of all of the handouts available from our office or on our website (www.uta.edu/careers).
- Click on Job Search Videos from CareerSpots.com for videos on various topics related to your job search.
- Click on Career Development Center Statement of Policies for our policies regarding Equal Employment Opportunity, Terms of Service (TOS), Interview No Show and Cancellations, and Use of Profanity.