



BUS201: Business and Human Communication

A Report on

Interview Etiquette

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Letter of Transmittal

December 06, 2022
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Dear Tasneem Bareen Hasan:

This report has been written on the topic “Interview Etiquette” for the BUS201: Business and Human Communication course. Throughout the process of writing this report, we have ensured that we have followed both your guidelines and your suggestions.

We would like to convey our appreciation to you for being here to assist us with the report and for all of the learning that you have provided. In addition, we are grateful to have the amazing opportunity to carry out study and collect data on such a unique entity, and for this, we are extremely pleased.

Every single member of the team agreed that getting the chance to collaborate on this report was an incredible aspect of their time here. We sincerely hope that the paper we produced matches up to the standards you had set for us.

Yours sincerely,

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"The strength of the team is each individual member. The strength of each member is the team."
– Phil Jackson

Executive Summary

Maintaining interview etiquette is one of the essential skills in the business world as the interview phase is the first glimpse of communication where businesspersons face one another. There are some standard etiquettes which need to be maintained by both candidate and the interviewer. The interview etiquette includes dressing sense, time punctuality, communication skills and some traits of morality. Also, in some unique scenarios, the etiquette might differ from the typical scenarios. Like in the modern world where technology is advancing, online-based interviews have a specific etiquette. Following the correct interview protocol might make a stronger impression on the interviewer and increase the chances of being chosen. The paradigms of workplace culture are changing, thus the standards of etiquette. Today's workplaces are more comprehensive and diverse. So a progressive open mind is necessary during an interview, and the etiquette should be maintained in that way.

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1. Overview

An interview is nothing more than a conversation between a possible employer and a candidate, during which the employer attempts to evaluate the candidate based on several criteria in preparation for potential employment inside the company. The best method to make a positive impression on the employer is to maintain basic manners and etiquette throughout the interview. The manners, language, and empathy used during a job interview are known as interview etiquette. Interview etiquette is about being professional, respectful and dignified throughout the interview. Such manners are beneficial to follow throughout the interview process since they let the interviewer see the candidate as a kind and reliable candidate.



Fig 1.1: Types of Interview



Fig 1.2: Interview etiquette

2. Common etiquette of interview

2.1 Candidate perspective

- **How to Dress:**
Present a professional image when attending an interview - even in a casual workplace. Being well-dressed not only impresses but also demonstrates respect. Men wear the standard suit and tie; Women can wear a skirt and blazer, a stylish dress, or a pants suit.
- **When to Leave**
A candidate should arrive at an interview at least 10-15 minutes early. It demonstrates one's readiness and gives him/her a chance to demonstrate his/her time management abilities. It also shows proper manners, showing he/she is prepared for the interview.
- **Before the Interview**
A candidate has to make the most of the 30 seconds to make an excellent first impression during an interview.
 - Silence the phone and avoid fiddling with any gadget as a candidate waits for the interviewer.

- Keeping the back straight while waiting and consider going over potential solutions in the brain.
- **During the Interview**
 - Listen carefully to the interviewer.
 - Tell the truth
 - Never slight a teacher, friend, employer, or university.
 - Watch grammar.
 - Be prepared for personal questions.
 - Wait for the interviewer to mention salary and benefits.
 - Do not expect a job offer at the first interview.
 - Close on a positive, enthusiastic note.
- **Leaving the Interview**

Candidates should state their interest in the position and thank them and shake their hands once more before they leave, and do not turn on the phone
- **After the Interview**

It is crucial to express gratitude in writing, with no presents included—just a sincere "thanks for your time," Even if the candidate did not receive the job.

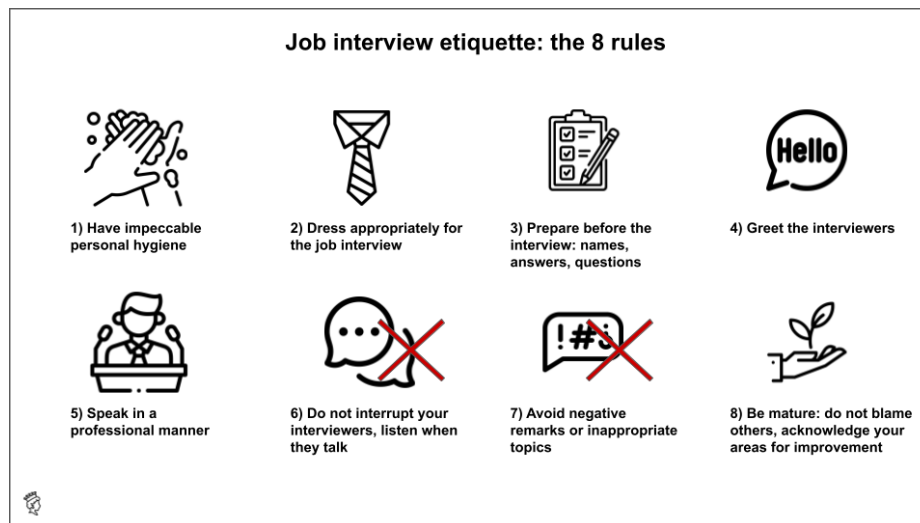


Fig 2.1: Common interview etiquette

2.2 Interviewer perspective

- **Make the interviewees feel comfortable.**
 - Offer the prospect a drink, such as coffee or water.
 - Specify the seating arrangements for the candidate and make sure it is cozy.
 - Extend a handshake at the start and finish of the interview.

- The only contact that should be made with the interview candidate is a firm handshake. While speaking, avoid touching the person's arm or leg.
- **Pay close attention to the interviewee.**

During an in-person interview, interviewees should concentrate on the candidate and make them feel at ease. Make a list of pertinent questions after looking over the prospect's resume and social media profiles. Ask follow-up questions based on the responses after paying attention to their responses.
- **Fairly represent the company.**

Introducing the candidate to the assistant and any other coworkers is a must. If a candidate is not being given serious consideration, do not lead with a tour of the office.
- **When hosting interview meals, observe protocol.**

Interviewers should offer candidates a seat in the best part of the restaurant that faces out into the dining room or has the best window view. The interviewer should also be kind to the waitstaff. The treatment reflects how the people are treated in the organization.
- **Be moral and steer clear of legal trouble.**

Interviewees should avoid asking candidates questions that could lead to a lawsuit against the company. Employers are prohibited from favouring applicants based on race, colour, sex, national origin, or religion. Hiring discrimination based on a woman's pregnancy, delivery, or related medical condition is prohibited.
- **Do know the interviewees when a decision will be made.**

Interviewees should be sent an automated response if they are not being considered for a job. Candidates who come in for an interview should get a personal response, such as a phone call. Interviewers are not obligated to tell candidates why they were not selected for the job.
- **Maintain a professional tone**

Being considerate and paying attention to other people's needs are characteristics of a professional. By paying close attention to the interview applicants, interviewers may add more humanity to the process. In both internal and external interviews, effectively represent the company. Furthermore, last but not least, act morally.

Dos and Don'ts of Interview Tips Comparison

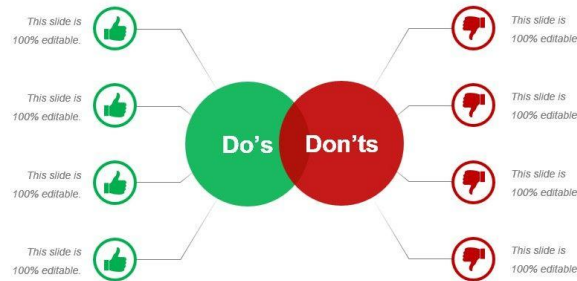


Fig 2.2: Dos and don'ts of the interview

3. Special etiquette of interview

With precautions like COVID-19, the bottom line is that the interview etiquette will vary depending on the employer. Consider this to make or break the interview and the ability to secure employment. Bring a mask and hand sanitizer, and always ask the interviewer about their comfort levels regarding shaking hands, removing masks, and exchanging papers need to be maintained. Some exceptional etiquette also needs to be maintained during a cross-cultural interview. Getting familiar with appropriate interview etiquette in the country is the first step. The way to behave during the interview can be a crucial factor in hiring outcomes. Having proper Language skills, taking care of appearance, and using appropriate body language is the most necessary during a cross-culture interview. Both the interviewer and the interviewee are meant to have this etiquette.

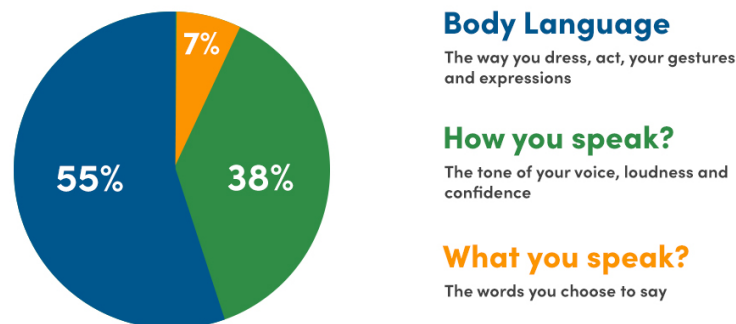


Fig 3.1: Most important etiquettes of interview

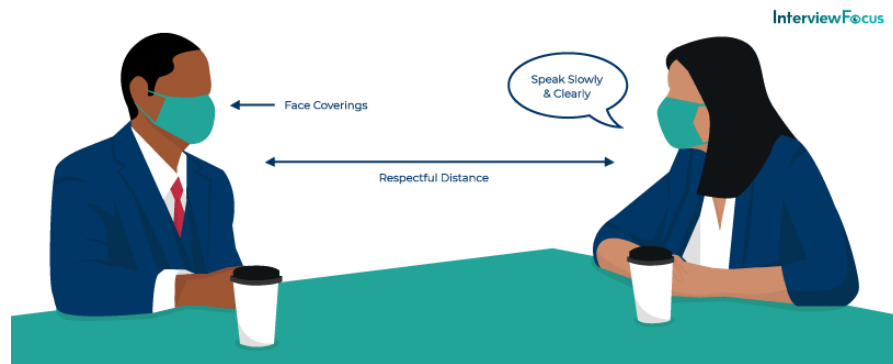


Fig 3.2: Special etiquette during the interview

4. Importance of maintaining interview etiquette

Following the proper interview etiquette requirements can ensure one makes a **positive impression on a potential employer**. It is important during this stage to demonstrate someone's reliability and professionalism, along with being dedicated to becoming a new member of the company. Maintaining proper interview etiquette can have a bigger impact on the interviewer and could improve the chances of getting selected.

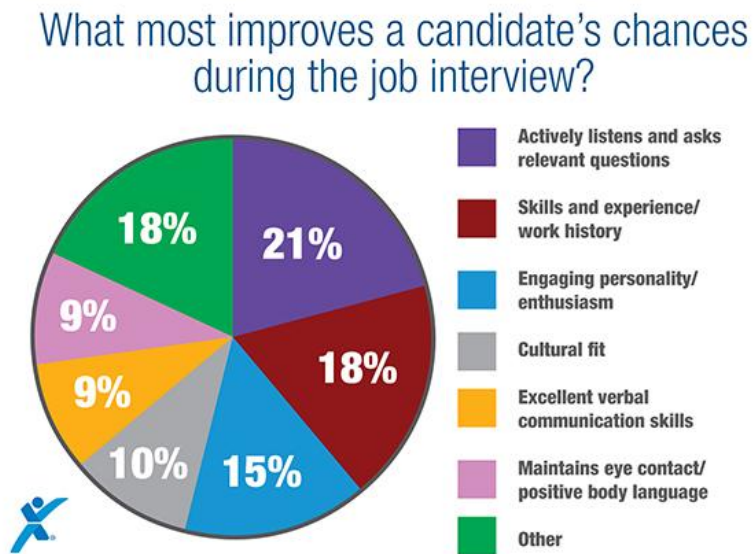


Fig 4: Importance of maintaining interview etiquettes

5. Real Life interview etiquette scenarios

Akib Kazi Hossain, Seniors Engagement officer at X-Integrated Marketing Agency, stated that maintaining etiquette during an interview is very important since it sets a bar for every candidate, whether they fit in the corporate culture or not. He has been in the recruitment team in his department, and they follow certain rubrics for the candidates where a crucial point is whether the candidate is maintaining the etiquette properly. He also said that having proper manners in the workplace is very necessary and during the interview is the place where the candidates can prove themselves. Apart from this formal type of interview, the etiquettes in the informal interviews are also essential, according To Malhaka Murshed Saqee, Director of R&P at BRAC University Business Club. She stated that, as the clubs are different from the corporate workplace and culture, the etiquettes for them are slightly different there. They mostly look at how engaging and cheerful the person is to be a member of the club.

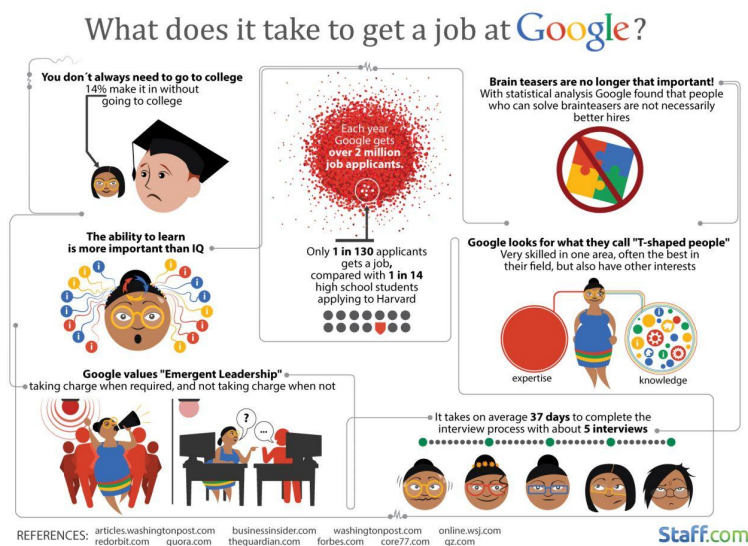


Fig 5: A full cycle of interview process in real life

6 .Recommendation

The world is changing as technology is evolving, and so is etiquette. Nowadays, most companies prefer online interviews over in-person interviews. So maintaining the existing etiquette is also changing. Like in the google interview, a person can join the interview with a casual dress up. Moreover, in some NGOs, the work environment is so friendly that they do not maintain strict professionalism among the workmates. So the interview etiquette also differs there. So, over strict professionalism, moderate etiquette should be followed around the world right now. As people come from all around the world and from different cultures, maintaining moderate etiquette in interviews can overcome cultural barriers and personal barriers.

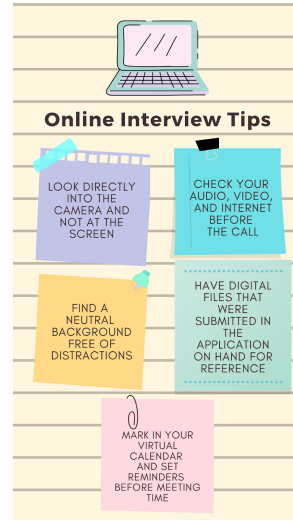


Fig 6.: Online interview etiquettes

7. Conclusion

Maintaining interview etiquette is the key feature that a candidate should acquire before pursuing a job. It is a skill that both the candidate and the interviewer have to maintain as it reflects manners, language, and empathy. Furthermore, now, in the changing world, these etiquettes are far more important to be suitable for everyone around the world.

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