

WNYEC Best Practice / Differentiator Template

Candidate Persona <small>(area)</small>	Follow-up & Thank You <small>(subject)</small>
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Best Practice Topic	Best Practice Description
Who... do you follow-up with and/or thank for the interview?	Show good etiquette by using proper titles, punctuation, grammar and spelling. Gather business cards or the correct name, title, email address, mailing address and phone number of the interviewer(s), in addition to the receptionist or executive secretary that you met at the interview. An assistant will often be asked what (s)he thought of you. The world is a very small place and things have a way of coming around. Don't underestimate the <u>importance of anyone in the world</u> . Make a good impression on everyone there. Never call the company directly if you are working with an agency or search firm.
What... method do you use to follow-up?	Tailor your response to the interviewer. Use your judgment about whether to write a letter, use email, or to prepare a handwritten thank you card for interview follow-up. Consider keeping thank you cards and stamps in your car to mail on your way home. Taking the time to hand-write your gratitude will set you apart from those that do not send any note of thanks, and from those that hide behind technology, such as the internet.
When... do you send a thank you and follow-up?	The day of the interview, send a thank you to each individual; say something slightly different in each note. Send a thank you in a timely fashion or don't send one at all. Follow up by phone one week after the interview, unless you are told otherwise. Be patient, but persistent. The hiring process often takes a while. This is especially true of jobs in the educational system or those in the public sector.
How... do you write the thank you?	Mention one thing from the interview to jog their memory of your interaction. Indicate when you will follow up. Write that you appreciate the company's interest in you and re-state why you are the best candidate for the job. Highlight your relevant skills. State anything you omitted to say during the interview. Enclose any information the interviewer asked you for. Proofread your thank-you letters or cards before sending them and make sure there are no grammar or spelling errors.
Why... even bother to send a thank you note or follow-up?	Among equally-qualified candidates, the person hired will be the one who did the best and most sincere interview follow-up.
FAQ	Answers / Advice
How long do I wait before I check to see if a decision was made?	If you do not hear back from the potential employer, call them on the day you noted you would follow-up. Don't call first thing in the morning, right after lunch, or at the end of the day as these are times people tend to be busier. When you call, re-introduce yourself, remind them of when you interviewed and for what position. Ask them if they have made a selection, and if not, when they plan too. Again, keep it short and thank them for their time. Don't call every day! However, you may consistently continue your follow-up efforts until the job is filled. If an employer tells you it may take 30 to 60 days to fill a position, you can certainly call once a week. Unfortunately employers don't always deliver bad news. Many hiring managers don't get back to the candidates who didn't get the job.
Why send a thank you if I don't want the job?	Write thank you notes after every interview. This will help make you known as someone who has class and make good business contacts for you.
Yippee, I have a job, now what?	After you have been hired stay visible in your business by continuing to look for other job and career networking opportunities. Stay informed about the job market and your industry, because you will be able to use the information to help yourself and others.
What if you learn that you have not been selected for the job?	Inquire about the reasons and work around your shortcomings. And, even though you have not been hired, send a letter thanking them for calling you to the interview.
EACH AND EVERY ACTION AND INACTION SPEAKS TO THE STRENGTH OF YOUR CHARACTER	