

INTERVIEW PREPARATION!!!

Whether you are interviewing for a residency or for a job, **preparation** is key. You need to know about the **hiring entity** (residency program or hospital/clinic/company) and about **yourself**. The latter may seem obvious but, when you are nervous and confronted by an interviewer's unexpected question, you may find yourself unable to think of a relevant situation or example from your past to relate. You may end up stammering and "ummming" at best or looking like a deer in the head lights at worse.

So, again, prepare.

Visit the hospital/clinic/company Web site. Learn what you can about their structure, program, clients, competitors, etc. During the interview you'll then be able to talk with confidence about what makes them different/exciting to you, and you'll be able to respond to interview questions with appropriate information and ask the interviewer suitable questions. You'll also be better able to determine if the hiring entity and you are a good "fit."

- Know their mission statement! They may ask you about it such as...

Preparing for questions about yourself can help prevent or calm those jitters everyone suffers during an interview and permit you to appear poised and professional. Probably the most practical way to prepare for this aspect of your meeting is to stage mock interviews with fellow students or friends. This will point out possible weaknesses (Do you say "Like" or "You know" a lot?) and can simply make you feel more comfortable during the "real deal" since you've already gone through the experience. Ask for honest feedback. Don't forget to ask them about things in addition to the content of your answer—speech patterns (Do you talk too quickly or quietly or use slang?), body language, etc. If possible, you may want to video or audio record the session so you can see and hear yourself as others do.

- Consider your own personal goals

NOTES ON PREPARING FOR THE INTERVIEW DAY:

☐ Planning and timing:

- Interview at the program you want the most later in your interview schedule (mid/late February; try to avoid March for scheduling interviews). Make sure you have 1-2 "practice" interviews before that (programs lower on your list). It is of the utmost importance to be rested. Practice. Make sure they are rested as well (ie avoid March).
- Find out who you are going to interview with and attempt to get some background.
- Most importantly, make it a learning experience.

☐ Do your homework:

- Try to determine the organizational structure. Know more about the program than what is in the written information. Talking to alumni is a great way to accomplish this.
- What's your relationship to the director of pharmacy? The rest of the hospital? Find out about hospital solvency. Institutional goals and what is it famous for are other useful pieces of information. You may want to do MEDLINE searches on the people who interview you.

☐ Your expectations

- What are their needs and responsibilities? What are they going to do for you?
- Opportunities for growth? How can they help me develop? How much flexibility? Can this schedule change? **HAVE CONFIDENCE!!** What will be the specific responsibilities as a resident? Get them to do some talking. **DON'T EVER BE CRITICAL ABOUT ANYTHING!!**

POTENTIALLY DIFFICULT QUESTIONS

Every interview candidate dreads being asked certain questions. No matter how much you prepare and practice, you are likely to be asked one or two questions that leave you searching for the right response.

Potentially difficult topic areas might include breaks between employment, getting low marks in a class or a rotation, having been fired or laid off, and the like. In addition, you may be asked illegal or inappropriate questions about your personal life. Anticipate and prepare for the very questions you are most concerned about answering. Here are some other guidelines to consider:

- **Think before answering.** There is nothing wrong with pausing a few moments before responding to a tough question. Say something like, "That's a good question. I'd like to take a moment to think before I respond." This gives you a chance to collect your thoughts.
- **Ask the interviewer to restate the question.** If you don't understand what is being asked, ask the interviewer to restate the question. . The restated question is likely to be clearer and less difficult to answer.
- **Be brief and respond in a factual way.** Interviewees often volunteer more information than is necessary. For example, when asked why you left a previous position, you should avoid saying anything negative about a supervisor (even if it is true). Instead, focus on the skills you hope to bring from a previous position into a new one.
- **Focus on what is being asked.** Illegal questions about age, marriage, and family care issues can be addressed positively by determining the reason for the interviewer's concern. For instance, a woman does not have to answer whether or not she has children; but if this seems to be an issue for the interviewer, she might consider responding, "My career is very important to me and will continue to be and I can assure you that I am dedicated to quality care as a pharmacist."
- **Never lie, exaggerate, or overstate.** When asked direct questions about your work, experience, training, or ability to handle key elements of the job, you must respond honestly. Not only is honesty the best policy; in most cases, deception will only cause more problems for you later on.

RANDOM ADVICE:

- In responding to questions you aren't as ready for:
 - Ask for the question to be repeated
 - Pause and ask yourself the questions
 - It's ok to have long pauses
- Maintain eye contact when answering
 - If you are in a panel interview, be sure to look at the person who asked the question when you answer, but also make sure to scan from time to time the rest of the panel to show you are engaged with everyone
- Handle interruptions with poise
- Pet peeves of some interviewers:
 - Remember that from the time you are there until the time you leave... that IS YOUR INTERVIEW
 - Being too arrogant
- Be prepared to answer questions multiple times a day
- Review your CV and presentation because theyll ask you about them
 - Understand them, have an opinion about it, how does it affect pharmacy
 - If it's on your CV, it's fair game
 - Brush up on your presentations - they may ask you about it or a journal club you did (aka what was the outcome of the study, what did you think of the study, how do you think it can be applied at our institution?)

- Resident lunches - THESE ARE STILL INTERVIEWS!! Things to ask residents (Be professional, you're still interviewing) What do you do for fun? Housing options?
 - Make sure to ask questions you need to ask, but don't dominate
 - Ask questions, but not all social
- Additional words of advice from interviewing seminar
 - Always use the STAR method when talking about a conflict or situation
 - Situation Task Action Resolution
 - Make sure to describe all of these things when you are answering questions about your activities & experiences
 - When talking about conflict- always end positive
- Phone interviews:
 - Use caller title
 - Take notes
 - Provide short answers
 - Know schedule
 - Establish/meet deadlines
 - Don'ts:
 - Smoke, chew gum, eat
 - Background noise
 - Interrupt speaker
- **Two Minute Drill**
 - Sometimes an interviewer begins with something like, "So, tell me something about yourself." This "soft" question is a good icebreaker but make sure you don't get carried away with your answer. Interviewers aren't really interested in your hobbies, spouse and children, and your last vacation. The best answer is brief (about two minutes long) and focuses on work-related skills and accomplishments.
 - A good answer to this question is about two minutes long and focuses on work-related skills and accomplishments. Tell the interviewer why you think your work-related skills and accomplishments would be an asset to the company. You could describe your education and work history (be brief) and then mention one or two personal character traits and tell the interviewer how the traits helped you accomplish a task at school or work.
 - Think of it in terms of four-30 second themes:
 - Your education
 - What you do (job title or student status)
 - One or two things you've accomplished or excel at that directly relate to the position
 - Why you are applying for this position

Something along the lines of:

I'm in my last year at the School of Pharmacy at Wilkes University in my home town of Wilkes-Barre, Pennsylvania. At the school I _____ and I am an intern at _____. Recently I _____ . Because of my interests in _____ I decided to _____.

Remember, just use these as **guidelines**. You don't want to make it sound like a speech you memorized.

- Practice telling the same "story" using different words, so you won't come off as rehearsed and so you can change it on the fly, match the interviewer's values or the situation as you see it at the time.

Questions About Me

- Tell me about yourself. (suggested focusing on pharmacy, dont get too personal- take personal & social life out of it → pharmacy schedule curriculum & why you decided to do pharmacy and a residency is what they really want to know)
- How did your interest in pharmacy begin?
- What are your strengths? What are your positive qualities and shortcomings? What are your weaknesses? Do you have a plan to correct/overcome your shortcomings?
 - Strengths
 - Weaknesses
- What do you think makes you the best qualified for this position? Why you over an equally qualified applicant? What qualifications make you a strong candidate? What qualities do you have that would make you a good resident? What specific skills do you have that set you apart from other applicants? We have a lot of strong applicants, what are a couple traits about you that you want us to remember about you and stand out about you?
- How can you contribute to this organization? What contributions do you add to the program (ie enthusiasm, passion, leadership)
- How would you characterize your work ethic?
- How do you handle criticism?
- What makes you angry?
- What do you worry about?
- What do you do in your free time?
- What was the last book you read for pleasure? Tell me about it.
- If I were to ask preceptor X to describe you, what would he or she say? What would a preceptor say about you?
- If you had to describe your personality in 3 words, what would they be?
- How do you handle stress?
- How do you handle change? (common question)
- How much direction do you need/prefer?
- Do you prefer group or individual projects? If you need to complete a project, do you prefer to work alone or with others and why?
- Given the choice, would you prefer to lead a group to achieve a specific goal or be assigned specific tasks to accomplish a goal? Why?
- Teams tend to have individuals with various roles – what role do you find you assume the most and why? (You may need to lead – ie, leader, facilitator, worker, etc.)
- What components or traits do you feel are necessary for a team to be most effective?
- If you get \$0.01, \$1, \$100, \$10,000, \$1,000,000 how would you spend it? –
 - \$0.01:
 - \$1:
 - \$100:
 - \$10,000:
 - \$1,000,000:
- What is something your family says about you that isn't true?
- How do you feel now that you know that you only have 5 questions and how much time did you reserve for it? (Was part of a survey)

- Tell us something unique about yourself that nobody knows
- How do you handle different types of personalities?
- What is your cooking specialty?
- What would your colleagues say about you?
- Describe your time-management skills.
- Describe a leadership role that you had.
- Tell me about any leadership roles you have had during the last few years.
- How do you define being a leader?
- If I were to ask your peers to comment about your leadership style, your leadership strengths, and your leadership weaknesses, how would they respond? What would this discussion tell me about you as a leader?
- Can you describe one challenging life experience that you had to overcome?
- Did you work as an intern during pharmacy school? If so, what type of training exposure (i.e., retail, hospital, research) did you get?
- When it comes to the structure of your typical work day, what learning environment do you find is the most effective for you?
- What do you believe it takes to have a successful career?
- How do you motivate people?
- Tell me about your most significant accomplishment.
- What steps do you take to build an understanding and show empathy with your patients?
- Tell me about another healthcare provider (non-pharmacist) that has positively influenced your professional development.

Residency Related Questions

- Why do you want to work for us?
- Tell me what you know about our hospital and what interested you in applying here at [...].
- What do you think about our mission statement?
- How would you do... ? (keep in mind their mission statement as you answer questions)
- Why do you want to do a residency? What do you expect to gain from a pharmacy residency?
- Why did you apply to our residency program? (There's a lot of different programs, how did you decide on ours?)
What qualities are you looking for in a residency program?
 - Mission statement?
 - Varies from program to program... the characteristics about that you really like
 - Supportive environment
- What do you plan to do after your residency?
- Why did you attend pharmacy school?
- Why did you pick your particular pharmacy school?
- Do you have any specific areas of interest?
- What is your definition of pharmaceutical care?
- What is your philosophy of patient care? (stumped some ppl)
- What is your definition of a clinical pharmacist? What does the term "Clinical Pharmacist" mean to you?
- How do you define clinical pharmacy?
- What are your overall career goals?
- What do you see yourself doing in 5 years? 10 years? What do you see yourself doing in pharmacy in 10-15 years?
 - 5 years:
 - 10 years:
 - 10-15 years:
- How will this program help you achieve your long-term goals? What aspects of our program coincide with your long term career goals?
- What other residencies have you applied to? Have you interviewed at any other residency programs?
- What do you anticipate a typical day for a resident to be like?
- What are your expectations of spending time with your rotation preceptor to be like?
- What level of autonomy do you expect during your residency?
- Outside of completing a pharmacy practice residency, what other steps do you feel you need to take to meet your career goals?
- You are in your third month of residency. Currently you are on a busy rotation and your preceptor is clearly being pulled in many directions. You feel, however, that you are not receiving the guidance you desire. How do you handle the situation?
- If you could design your ideal residency what would it look like?
- What 3 things would you do on your first day at a residency?
- Who is the most influential person who affected your decision to do pharmacy?
- If you could be a drug, what would you be?

- If you were stranded on an island, what 3 drugs would you want to have with you and why?
- If you could make any drug, what would it do and what would you call it?
- If you don't match with a program, what would you do next year?
- What journals do you routinely read? What was the last great article you read? Who was the author?
- What contributions can you make to our program?
- Describe a mentor.
 - One who WANTS to teach
 - One who advises based on their knowledge
- What qualities are you looking for in a preceptor?
- How do you think you'll be able to balance all of the requirements of the residency?
- Describe a clinical intervention that you have made.
- What practice areas are you interested in?
- How much hospital/retail experience have you had?
- Describe or discuss the most interesting medical journal article you have recently read.
- How do you see the profession of pharmacy evolving over the next 10 years?
- What are the most significant trends affecting pharmacy?
- What is one of the major issues facing pharmacy today?
- While residency is a busy year, we believe everyone should have a life outside of pharmacy. How do you approach work from the standpoint of balancing career with personal life?
- If you could do anything different in your education, what would you do? Why?
- What has been your favorite clinical rotation? Why? What did you like most about your favorite clerkship rotation? What was your least favorite rotation? Why?
 - Favorite:
 - Least:
- What types of research have you been involved in? How did you manage balancing school and your research responsibilities?
- How do you see yourself fitting into the advancement of the profession?
- How does your degree prepare you to excel as a pharmacist and have a successful career?
- How do you feel that your education has prepared you for residency? Do you feel your education thus far have prepared you to succeed in a residency? If not, what could be changed or enhanced?
- How do you envision keeping current and informed once you are established in your career?
- What accomplishments would you like to achieve by the end of your residency year?
- What do you feel is the most effective form of communication (written, oral, both, etc) to provide drug information to a group of healthcare providers? Why?

Situational Questions

Sometimes (maybe often) you won't be able to think of a situation that is work-related. But you can think of other kinds of situations (school or volunteer, for example) in which the behavior being asked about was called into play. You may never have had to "fire a friend," but did you have to confront a non-contributing team member on behalf of the rest of your study group? When you were president of a student organization, did you ever name someone the chairperson of a project, delegate responsibility to that person, and hold him/her accountable? Think about the skills and experiences being asked about regardless of the setting.

You won't be able to prepare for every question. Take time to think before you respond and, if you don't understand what is being asked, ask the interviewer to restate the question

- Describe your most memorable experiences from clerkship rotations. Can you describe your most memorable or satisfying patient case? What made it so meaningful?
- Tell me about a unique patient interaction that stands out for you. What made it memorable?
- What's the worst thing you did and got away with?
- Tell me about the best/most favorite teacher/preceptor you've ever had. Why? Tell me about your most influential or inspiring instructor and the personal attributes that set this person apart from others.
- Tell me about the worst teacher you've ever had. If you look back, is there anything you might have done to change that bad experience?
 - Teacher:
 - Preceptor:
- You work at a hospital as a pharmacist that serves pediatric and adult patients. There's a shortage of docitaxel, and you have 2 wk supply and won't have any in for 6 months, what do you plan to do with it?
- Tell me about a recent situation in which you had to deal with a very upset customer or co-worker.
- How would you deal with an irate customer?
- Describe a situation in which you were able to use persuasion to successfully move someone to your point of view
- Give me a specific example of a time when you used good judgment and logic in solving a problem. Give me an example of a time when you used your fact-finding skills to solve a problem.
- Give me an example of a time when you set a goal and were able to meet or achieve it.
- Give me a specific example of a time when you had to conform to a policy with which you did not agree.
- Tell me about a time when you had to go above and beyond the call of duty in order to get a job done.
- Tell me about a time when you had too many things to do and you were required to prioritize your tasks.
- Give me an example of a time when you had to make a split second decision.
- Tell me about a time you were able to successfully deal with another person even when that individual may not have personally liked you (or vice versa).
- Tell me about a difficult decision you've made in the last year.
- Give me an example of a time when something you tried to accomplish and failed.
- Give me an example of when you showed initiative and took the lead.
- Give me an example of a time when you motivated others.
- Tell me about a time when you delegated a project effectively.
- Tell me about a time when you missed an obvious solution to a problem.

- Describe a time when you anticipated potential problems and developed preventive measures.
- Tell me about a time when you were forced to make an unpopular decision.
- Please tell me about a time you had to fire a friend.
- Describe a time when you set your sights too high (or too low).
- Describe a time when you were faced with a stressful situation and how you coped with the problem.
- Give me an example of your typical way of dealing with conflict.
- Describe a conflict with a coworker and how resolved?
- Tell me about a time when you faced a conflict. How did you handle it? Would you do it differently if given the chance?
- Tell us about a time you worked with a team to accomplish a goal. Describe the process and the outcome.
- Tell us about a difficult situation and how you dealt with it
- Tell us about a time you had to work through a recommendation with a physician (aka a time you made a recommendation and what happened)
- Tell me about a time you were asked a clinical question that you did not know the answer to. How did you handle the situation?
- You are educating a patient on a brand new medication and have only 15 minutes before you have to run to a meeting. How would you deal with the patient if he/she has a lot of questions for you?
- You are a resident staffing the weekend. You notice a serious error in an order that was entered earlier that day by one of your fellow residents. You are good friends with this resident and he/she has confided in you that they are having a tough time managing time and preceptors, and staff pharmacists are beginning to notice his/her struggles. In addition to correcting the order, how would you handle this situation?
- Organizations are continually improving policies and procedures to incorporate feedback and also meet departmental needs. Tell me about a time when you've had to adjust to a situation that wasn't what you expected. How did you deal with it? What made the situation difficult? What could have made it easier?
- Tell me about the things that happen in the work environment that cause you the greatest frustration. How do you handle these?
- Tell about a time you took the initiative to promote diversity?
- Talk about challenges/programs you are proud of. Challenge faced in school?
- There was a class on your transcript that you didn't do as well in... can you talk about that session?
- Describe a situation in which you found that your team's results were not up to your professor's or supervisor's expectations. What happened? What action did you take?
- Tell me about a time you worked in a team & they weren't pulling their weight. Describe a time when you worked with a team where a peer was not completing their share of the work. How did you handle the situation?
- Give me an example of a time that required you to use your leadership skills in a way that was challenging.
- Describe a situation in which the leadership demonstrated could have been better. How, as a leader, would you have handled that situation differently?
- Tell me about a project that you handled well and one in which you were not successful. What did you learn from each one?
- Tell me about a time when you had competing priorities. How did you approach the situation, and what was the final outcome?
- Describe a time when you had to overcome an obstacle in a creative manner.
- Describe an experience where you were able to teach someone something new.

- Here's a scenario we would like you to consider: You are the only pharmacist in the pharmacy. On the phone is a nurse wanting to know dosing for a dopamine drip for a patient who is crashing. At the window is a doctor who is ranting and raving about an enoxaparin order that wasn't approved. On the other line is a nurse calling about a patient with a vancomycin level of 15. In what order do you handle these problems?
- Describe a time you had to motivate yourself to do something you didn't want to do.
- At one time or another, all of us are misunderstood by others. Give me an example of a time when this has happened to you. How did you respond?
- Give an example of when you were able to successfully apply information technology in order to identify a solution to a clinical question or problem.
- Are there choices you are making now in order to accommodate for the changes you anticipate in our profession? Please give an example.
- Tell me about your most successful presentation. Who was the audience? What made it so successful?
- Tell me about a time when you disagreed with a decision by your boss, preceptor, co-worker. Why did you disagree? What did you do about it?
- Describe a situation where you had to arrive at a compromise or guide others to a compromise.
- Describe a situation in which you experienced exemplary leadership being demonstrated. What did you learn from that situation?
- We all have downtime in our jobs. Tell me about a downtime at work or during a rotation, why you had it, and what you did with that time.
- Describe a situation where you were forced to make a quick decision. In hindsight, would you have made the same decision? If not, how would it be different now?
- Tell me about a time when you created agreement and shared purpose from a situation in which all parties originally differed in opinion, approach, and objectives.
- Describe a negative experience you have had with either a co-worker or a patient. How did you handle the situation? What was the outcome?
- Give an example of when you were able to make an impactful contribution to a team, committee, or group.
- Describe a time where you anticipated potential problems in a patient's medication plan and were able to make appropriate interventions.
- Tell me about a time where you showed initiative and took the lead on a project.
- Give me an example of a time when you were able to successfully communicate with someone despite difficult circumstances.
- Sometimes we can identify a small problem and address it before it becomes a much bigger problem. Can you provide an example of how you have done this?
- Tell me about a situation where patient care was impacted (either positively or negatively) by a team's ability to work together.
- Have you ever had a major conflict with a doctor/patient? If so, how did you handle it?
 - Doctor:
 - Patient:
- Describe the most significant contribution you made to patient's care this past year.

Clinical Questions

You won't be able to prepare for every question. Take time to think before you respond and, if you don't understand what is being asked, ask the interviewer to restate the question

Some clinical questions/areas/etc.:

- A case about an elderly woman with COPD/asthma and pneumonia (what would you give her?, how would you treat her?, what bugs would you worry about?, etc)
- A case about opioid use in cancer pain (pt is concerned about addiction, discuss the case)
- A case about anti-coag (10mg warfarin to a frail elderly woman on amiodarone).
- One resident also told me (Vi) she had gotten a question where they handed her a list of medications the patient was on in the hospital and she had to tell them what was wrong with it. (this would be kind of hard to "study" for, but be aware you may get one like this)
- Tell me everything you know about heart failure.
- What would you do if you received an order for 0.45% HCl IV? Some will ask you left field questions to see how you act under pressure.

Questions to Ask

Residency Director

- What have residents brought to you that they want to change? And what did you do about it?
- Last time ASHP came what did they say you needed to change?
- How long is your accreditation good for? (the longer they are accredited for the better ASHP thinks their program is)
- How is your pharmacy department set up? Are there "levels" of pharmacists? Is the pharmacy decentralized?
- How is the rotation schedule set-up/assigned? What if a resident wants to change rotations half way through?
- What is the staffing model? All ops staffing or is there some clinical staffing?
- How are residency projects chosen/assigned? (is there a list to chose from? do the residents make them up themselves?)
- What do you feel are the strengths/weaknesses of your program?
- What do you like the most about working here?
- What did the previous resident do after they completed their residency?
- What do you think is the main challenge this hospital is going to face over the next year?
- What new services/changes/innovations are you planning to implement over the next year?
- How are patient charts kept? Are things electronic or are they still in physical charts? What about physician orders? Are they in an entry system or are they done by hand?
- What do you look for in a candidate?
- What do you feel is a unique quality about your program?
- Why did you decide to start a residency program?
- If you could change one thing about your program, what would it be?
- Patient population?
- What has been your most challenging experience thusfar and why?
- Weekly resident meetings?
- Project support? Official training sessions to prepare you?
- What makes your residency unique?
- What do you look for in a candidate?
- What do you feel is a unique quality about your program?
- Why did you decide to start a residency program?
- Why did you become a residency director?
- How does one become a preceptor
- Where do you see your residency in 5 years
- What changes would you make to your program if there were no restrictions
- What happened to the previous residents? Where are they now
- Describe some of the institutional and departmental changes that have occurred.
- What were the 3 most significant accomplishments last year?
- What steps are being taken to free up pharmacy time? Very important for potential resident or pharmacist.
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Residents

- Do you feel like you could go work anywhere and be a competent pharmacist?
- Is the program receptive to your feedback?
- What has been your favorite rotation so far?
- Would you consider the same program if applying again?

- Are you from [city residency program is in]? If not... How do you like the area and have you had a chance to experience the city with your schedule?
- Once you got your rotation schedule, were you happy with it? Were you able to get (for the most part) the rotations that interested you most?
- What do you enjoy most about your residency program?
- How would you improve your program?
- Do you feel you have a good supportive system? How do you deal with stress of the residency program?
- What advice would you give a potential applicant of this program?
- What has been your most challenging experience thusfar and why?
- What 3 words would you use to describe your program?
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Preceptors

- Why are you precepting? (do they like to teach? do they get extra pay? does the hospital make them?)
- How receptive are the practitioners at the institution to pharmacy's recommendations?
- What did you do if a resident didn't get a job done or wasn't meeting your expectations
- Preceptor time commitment?
- How do you define the success of a resident?
- For an individual interview: what role do professional organizations have in your career and what time, flexibility or encouragement do you give your residents who are interested in organizations
- Where do you see your residency in 5 years
- What specific responsibilities/rotations do I have?
- What are the most important qualities for a successful candidate to have? **ASK EARLY**
- How will you measure my performance?
- What are your goals and interests?
-

For Retail Positions

- What is a typical day like?
- How many pharmacy techs will be working with me?
- What other non-pharmacy responsibilities are involved with this position?
- How often will I be working alone?
- What is the policy for working on holidays?
- What are the actual shifts I could work?

Thank-You Letter

- Acknowledge interview and date
- Express enthusiasm
- Highlight why you would be good for the position
- Address unresolved points if needed
- Reiterate interest in position
- Follow-up promptly!! Within 24 hours preferred!!
- Gather contact information from interviewer
 - Business cards
 - Write each interviewer individually if really interested in position
- Be genuine and sincere
- Include at least 1 positive aspect about the program/position
- Avoid making statements you don't firmly believe in
- Keep it short - Limit to one page
- The 4-R Thank-You Letter
 - Within a short period after the interview (48 hours), you should prepare and mail a thank-you letter to the interviewer. This letter can be a powerful tool if used properly.
 - Think of it as the 4-R letter: Remember, Reinforce, Recoup, Remind.
 - **REMEMBER:** The rush and speed of modern day business have caused many people to forego the courtesy of writing and sending thank-you letters. The fact that you write one will make you stand out from others and will help the interviewer to remember you. Make sure you collect business cards of key individuals you would like thank-you letters to go to, so you know their correct title & address.
 - **REINFORCE:** Review your evaluation of the interview and choose the parts of your skill/achievement/experience stories that aroused the most interest. Then recount a story that reinforces your value.
 - **RECOUP:** There is almost always something we forget to say or wish we had said better. This is the opportunity to recoup our losses. By preparing an earlier response, or creating an answer with clearer perspective, the thank-you letter can strengthen the interviewer's impression of you.
 - **REMIND:** People make promises with the best of intentions, but sometimes forget. The closing paragraph of the thank-you letter is a gracious way to remind the interviewer of a promise (i.e. "Thank you again for your interest and encouragement. I look forward to hearing from you next Thursday to learn the date of my next interview.")
 - Example THANK-YOU LETTER:

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15 February 2009

Roger Director, Pharm.D.

Chief, Pharmacy Department

University Medical Center

Building 10—R#119

Amarillo, TX 79106

Dear Dr. Director:

State the Reason for this Letter: I wish to thank you and your staff for all the courtesies extended to me during my interview last Friday...

Expression of Enthusiasm and Potential Contribution: Actually seeing your innovative hospital pharmacy practice reinforced my strong desire to become an integral member of your team. As my visit progressed, I realized from my conversations with both preceptors and current residents how well this program meets my career goals.

Closing Statement: Once again, thank you for such an informative visit. All my questions and concerns were addressed either by you or your colleagues. Now, I eagerly await the match results to determine if I am selected for your position. If you require any additional information from me, please do not hesitate to contact me. I look forward to working with you in the future.

Sincerely,

Ima P. Student, Pharm.D. Candidate