

2009 GCSAA EDUCATION CONFERENCE AND THE GOLF INDUSTRY SHOW

Interviewing Skills 101

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Interviewing Skills

Dan Schuknecht
Golf Industry Show

Points to consider

- > Understand the roles of resume and interview in selection process
- > Preparation and Practice
- > Resources to give you the advantage

Interview Questions

- > Jeff Wichman
- > Patty Jewett Golf Course
- > Colorado Springs, CO
- > (719) 492-6171
- > jwichman@springsgov.com

Roles of Resume and Interview

- > Resume's role is to get you an interview.
- > Each is just as important as the other, keep the time spent in preparing each in balance.
- > Step 1: Be proactive!

Eighty percent of success is showing up.
Woody Allen

Preparation

- > Find as much as you can on organization, search committee and employer. Develop a relationship with these people.
- > Who will be interviewing you?
- > If you're new to the area, start with the Chapter Executive. Network!
- > Don't be late, drive to the course the day before if possible.

Preparation

- > Resume is always ready. Prepare a copy (1-2) pages, email attachment, CD-ROM
- > Have pictures, projects ready to distribute
- > Be ready for questions, 1-2 min answers
 - weaknesses
 - a time when you failed
 - leadership style
 - communication style

Preparation

- > Research the course:
 - Architect
 - Past Superintendents, tenure
 - Membership #, up or down? Waiting list?
 - Organizational structure
 - Budget size
 - Equipment
 - Distributors who service the facility

Resources

- > GCSAA Website: Search Interview
- > <http://practice.interviewstream.com/> - use your webcam to practice your interview skills
- > **Practice** with your college/university career services department
- > **Practice** with a Superintendent, employer, someone who interviews others

During the interview

- > First impression – comes in first 30 seconds
- > Have a prepared opening statement. Link your strengths, education, background with what they're looking for
- > Communication skills: eye contact, voice tone, pauses, etc. 80% what you'll do for them, 20% what you've done in the past

During the interview

- > Show interest for the position through non-verbals.
- > Prepare questions for committee, find out more about the position. Show you've put time into your questions.
- > Closing statement – prepared, tell them you want to work for them, you want the job!

After the Interview

- > Follow up! Phone call or letter sent the next day.
- > Even the best resume, interview, and references sometimes aren't enough. Don't take a rejection personally, things happen for a reason.



Conclusion

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