

INTERVIEW TIPS: VETERANS

Hilton

When interviewing a veteran, it is important to remember that they have spent years of their life serving a purpose and mission. Whether they are recently transitioned and looking for their first civilian career or they are coming to us with industry experience, they are looking for an opportunity that has meaning, allows them to make an impact and utilizes their skills and experience.

Use the guidelines below to assist you in your veteran applicant interviews.

THINGS TO KEEP IN MIND



Thank the candidate for their service to show that we appreciate their time in the military & tell them about Hilton's commitment to supporting the military.



Make them feel comfortable. In the military, you do not interview for jobs so this may be their first formal interview. Setting the tone will help them relax and open up for a better conversation.



Avoid closed-ended questions. Behavioral based questions are key to encouraging the applicant to talk about the details of their experience.



Clearly describe the details and responsibilities of the role so they can translate their experience to what you are looking for.



Be patient. There is no "I" in the military so talking about individual accomplishments and "selling" their skills can be difficult for many veterans. Try rephrasing the question and make sure they understand that you want to hear how they personally impacted the situation and solution.

SAMPLE INTERVIEW QUESTIONS

These questions are designed to encourage the candidate to help you understand how their background translates to your specific role or line of business that you recruit for. These questions will be more successful after you have clearly explained the role and requirements.

- Help me understand your background. Please tell me about your experience and how that translates to what we are looking for in this role?
- We are looking for _ years of experience in _ for this role. Can you tell me how your background would fulfill that need?
- Tell me about your experience working independently and making critical decisions with little oversight.
- I would love to hear about any leadership roles that you held. How many people did you supervise? What type of programs have you managed?
- Tell me about the skills that you learned in the military that you feel will help you be successful in this role at Hilton?

RESOURCES



Additional training is available on Hilton University & on the Military Resource Site: OperationOpportunity.com



Contact the military programs team: military@Hilton.com