

INTERVIEW TIPS

Prepare

- Make sure you have no other commitments.
- Find out the format of the interview, e.g. group, one-two-one.
- Is a presentation or preparation required?

Predict the Questions

It is possible to predict some of the type of questions you will be asked in one form or another:

- Read the job description and write down all key skills you can see e.g. team working, communication skills, leadership.
- For each skill listed refer to your CV and build your stock of questions by writing the ones you might be asked, e.g. 'Tell me about yourself' using your own words and phrases. See page 4.

Research the Company

- Knowledge of the company gives an impression of interest, keenness and enthusiasm.
- Find additional information on people skills and company needs to anticipate questions.
- Is the company right for you?



THIS IS YOUR CHANCE

MAKE A GREAT FIRST IMPRESSION

- Arrive no more than 10 minutes early
- Smile
- Shake hands (if offered)
- Make eye contact
- Stand and sit tall – don't slouch
- Walk with purpose – don't be hesitant
- Arrive early or on time



WINNING WAYS

- Listen carefully – use active listening skills
- Ask them to repeat it if you didn't quite hear
- Ask for clarification if you don't understand
- Don't waffle – stick to the point
- Be honest – don't exaggerate or add on something which you did not do
- Answer in the first person – 'I' not 'we'
- If you don't know or don't have an answer, say so – the interviewer wants to know what you know, not what you can make up

Remember that you are being interviewed from the moment you enter the interview premises.

This includes the car park, reception, and everywhere you go thereafter. Each person you meet can be asked for an opinion of you, and this is especially relevant for the person who collects you and takes you to the interview room. Make sure you portray your best self until you get home.

President: Her Royal Highness The Princess Royal.

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STAR INTERVIEW METHOD

STAR interview method to structure your answers

S - Situation – Talk about the situation that you were in

T - Task – Explain the task you now have at hand

A - Action – What action you took and why

R - Result – The results from your actions. If it is a negative result, explain what you learned from this.

AN EXAMPLE

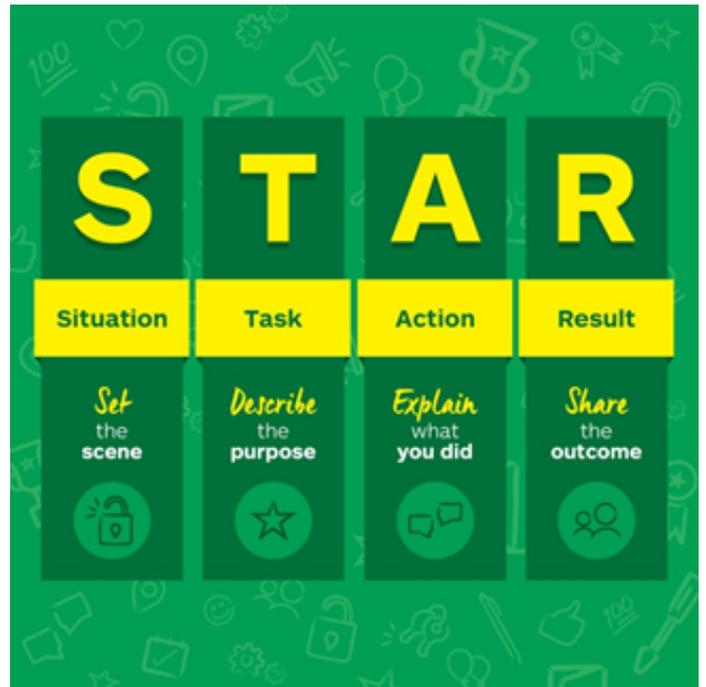
"Tell me about a time when you have delivered great customer service"

Situation – "There was one customer when I was working in retail that was looking for a certain style of top for their birthday, but it was out of stock. They really wanted it because they had seen it online and it was perfect for them".

Task – "I wanted to make sure that I did my best to help this customer find what they needed".

Action – "I checked the stock room but we were out of that specific item. I recommended others but there was nothing suitable. I called around several stores and luckily, they had one in stock. I ordered it next day delivery to the store".

Result – "The customer was so happy and relieved that they were so thankful and gave me some great feedback on my customer service and the time I took to ensure they got what they wanted".



PREDICT THE INTERVIEW QUESTION

Build your library of stock answers - one less thing to worry about

Consider how you might answer these questions...

- Tell me about yourself...
- What is your existing role / current situation?
- What aspects of it would you like to change?
- Why do you want to leave your current job?
- What do you know about this company?
- What attracts you to the role?
- Why do you think you are suited for this job?
- What do you think you would like to bring to this role?
- What do you see as the most challenging aspects for this role?
- How do you see your skills match those required for this role?
- What are your strengths and weaknesses? And how do you think they would affect your performance in this role?

Tell them the wonderful things about yourself and if you're comfortable to, highlight your caring role!

You will likely be asked more in-depth questions about your skills, to give examples of where you have used or learned particular skills, how you handle particular scenarios or situations, e.g. difficult customers, aggressive people, confrontations, what you do if you do not know something or understand, etc. so have some ready.

Ensure you have something to say about these, but equally, if you do not know, say you do not know - you are not expected to know everything or to have experienced all situations.

Example:

"I'm a retail assistant for XXXX based in Yorkshire, where I serve customers, manage the till and maintain the shop appearance. I am tasked with sorting stock that comes in to the shop, effectively organising the garments into appropriate departments ready to go out on the shop floor".

Through my role as an unpaid carer for my mum and studying Business BTEC at college, I am able to prioritise my time, take care of family finances and shopping. I do this whilst focusing on my current job and furthering my own studying development to better myself. Furthermore, I have recently completed a First Aid course with St John's Ambulance at my local carer centre. I now want to develop my role as a manager at XXXX, where I can flourish and progress my career".

DO YOU HAVE ANY QUESTIONS?

Always ask questions when given the opportunity as this will indicate your interest in the job. Only ask questions that will help YOU - Interview them, are they a good fit for you?

THE COMPANY

- What are your teams' goals and what can I do to contribute towards achieving those goals?
- How would you describe the culture of the company?
- Are you planning on increasing staff numbers in this particular department?

THE ROLE

- What are the key responsibilities of the job?
- What opportunities exist for growth and development in the role?
- What training do you provide?



THE INTERVIEW PROCESS

- Would you like me to expand on any of my achievements?
- Can you tell me what happens next in the recruitment process?
- I'm very interested in the role, when do you expect to make a decision?
- Is there anything else you would like from me at this stage or prior to your decision?
- What else can I do to win the job?

DO NOT ASK

- How much will I get paid?
- How many days holidays do you give per year?
- Can I work flexi-time?
- Can I leave early on Fridays?
- Do you have sick pay?
- Can I have travel expenses for this interview?



WHEN YOU RECEIVE FEEDBACK

A few days or weeks after your interview you are likely to receive feedback, here's what you need to know:



If unsuccessful, remember that you aren't alone!



Ask for feedback



Keep an open mind



Use this experience to your advantage for next time



Use it to your strengths



Think of the positives



Unsuccessful is a step towards successful!