

Interview answers

Job Interviews in English: A practical guide for real situations



Interview answers

Tell me about yourself	01
What do you know about the company?	02
Why do you want to work here?	03
Tell me about a time you faced a challenge	04
What is your biggest weakness?	05
What is your greatest strength?	06
What would you do if...?... ..	07
How do you spend your free time?	08
Why are you the best candidate?	09
What is your availability? / When can you start?	10
Do you have any questions for me?	11

Question

Transcription

Tell me about yourself

Can you explain some of your most recent experiences?

Talk me through your CV.

As you can see from my CV, I have spent the last 3 years working as a tour guide on open top buses. **In a typical day** I sell tickets to customers, I lead guided tours which last an hour in multiple languages, and I assist customers with any questions they have.

I also used to work as a tour guide in an art-gallery while I was studying Travel and Tourism at university. **This was a great experience because I developed skills in** public speaking, and customer service. In fact, **the whole experience led me to** falling in love with a career where I can immerse myself in art and culture every day.

My next goal for the future is to grow in the museum sector (and particularly in a large, established museum like this one). That is **why I think I am a perfect match for this position. I am really interested in** the management of historical exhibitions, and **I'm keen to learn** as much as I can in this position and to contribute to the work that is done here. **I'm excited to be here today as I would love to be a part of your team.**

Question

Transcription

What do you know about the company?

What have you heard about us?

From what I understand, your museum is one of the most popular World Heritage Sites in Europe, allowing people from all over the world to see your collection with or without a guided tour.

I read on your website that the museum was established 50 years ago, and **something in particular I noticed** was that you provide tours in 12 different languages.

I saw on Instagram that you are committed to providing free educational activities for children, **which I think is a wonderful initiative** to promote culture and heritage.

Question

Transcription

Why do you want to work here?

Why are you interested in this job?

What is your main motivation for working here?

First of all, I'm really keen to break into the museum sector and particularly with such a well-established institution like this one. Also, **I believe we share the same vision** of how a museum should connect with people. For example, you use this space for tourism, but you are also committed to educational programmes, **which I find inspiring. Being open and inclusive with culture is very important to me**, and so **I would love to be part of the project.**

As well as that, in my current job I work independently a lot of the time, so **I would really value the experience** working in a large team. In addition to that, **I am attracted to** a job where I can develop new skills. **I would love to learn more about** handling artefacts, for example. To round up, **I want to keep growing professionally**, and especially in an environment like this one.

Question

Transcription

Tell me about a time you faced a challenge

Explain a time from your previous work experience when you faced a challenge;

Tell me about a time you handled a difficult situation;

Describe a time when you overcame an obstacle.

When I was a student and working as a tour guide for the art gallery, there was a day when I was working without any manager and I was alone on the floor. Suddenly there was a power cut. **As a consequence,** we were plunged into darkness, with all the expensive artefacts around the customers and me, alone in the dark.

There were several steps I took to overcome this challenge. To begin with, I spoke to the visitors in the gallery, and checked that they were ok. **Then,** I called my manager in headquarters to tell her what had happened. Following directions from my manager, I contacted the electricity provider. **Finally,** I informed the visitors to wait in a safe space until the electricity came back on. The whole time I was keeping in close contact with my manager, and letting her know everything that was happening.

After about 15 minutes, the power and electricity came back on. And **thanks to my actions,** the visitors and gallery property were safe, and my manager was updated about the incident the whole time.

Question

Transcription

What is your biggest weakness?

What would you
like to improve
on?

I find working with numbers challenging sometimes. But after trying a few different methods, **I have found a way to manage it in my work life.**

For example, in my job as a bus tour guide, I need to calculate how many groups can enter the bus and sit together, while taking into account the capacity of space.

So, I write down all the numbers immediately and double-check my calculations. That way, I know that there are no mistakes and the numbers are correct.

Question

Transcription

What is your greatest strength?

What is one of
your strongest
qualities?

I think I am really good with people. For example, in my job as a bus tour guide, **I can quickly build a rapport** with the visitors by being friendly and taking an interest in their lives, and quickly I have them laughing and feeling comfortable. **I'm also good at communication.** For example, I meet lots of different people in these guided sessions from different countries and cultures. Even though there is a language barrier, I can read their body language and I adapt myself to what I see in order to communicate my point well.

Question

Transcription

**What
would you
do if....**

a customer said
they felt very ill?

If a visitor said they felt very ill, there would be a risk that they could get worse and collapse and injure themselves or another person. Additionally, the way this situation was managed would also be a reflection on the museum's customer-treatment, so **I would take this matter very seriously.**

To handle this situation, I would follow the protocol that the museum has in place for this type of situation. If it's like my last job, then I would take the customer to a quiet place to rest, give them a glass of water and call my manager to come and assist.

Following these actions, **the official protocol would be complied with**, the ill customer would be in safe hands and the rest of the tour would be able to continue.

Question

Transcription

How do you spend your free time?

What do you like to do in your leisure time?

What are your interests outside of work?

I'm a big fan of the outdoors! I love hiking and snowboarding and being in nature. **I'm a sociable person** so I at the weekends **I usually** catch up with friends, and we go to restaurants or cook.

Music is also a big passion of mine; in fact, I play the piano. But **I also enjoy some quiet time** too, like reading and watching movies.

Question

Transcription

Why are you the best candidate?

What makes you the ideal candidate?

Why should we hire you?

Your job description says that you need someone with good communication and interpersonal skills, and the ability to speak in public. **I will bring all these qualities to the position. As we've already discussed earlier in the interview,** over the past four years **I have developed these skills extensively through my experience in** the tour guide and art gallery sector.

More than that, **I am excited to learn about this field of work.** That means I will exert myself in the position, and I will come to work every day with a smile on my face. **I am genuinely passionate about** the work that is done here, and I will share my enthusiasm with the visitors of the museum.

As a result, they will have a meaningful experience, and recommend the tour to all their friends and family.

To wrap up, I'm the best candidate because of my experience, my qualities and my commitment to offering exceptional service to your visitors. **I know I will do well in this environment.**

Question

Transcription

**What is
your avail-
ability?**

**When can
you start?**

Which hours/days
are you available?

How much notice
do you need to
give to your cu-
rrent employer?

I have full availability, except for Saturday mornings when I do my volunteer work. **I need to give 2 weeks' notice to my current employer, so I could start on** Tuesday the twenty-third of March.

Question	Transcription
----------	---------------

Do you have any questions for me?

Would you like to ask any questions?

- Which type of training do you provide for new members of staff?
- Do you provide on-going training?
- How many employees are there in the team?
- Are there any opportunities to grow in the future?

Job Interviews in English

A practical guide for real situations

by Susie Shields



www.talktips.org