

Module 2 Interview

1. Pointers to provide personal background details
(First impression which sets the tone for the rest of the interview)

Keep it Short (2 minutes)

Refer to your past experience and relate this to the skills required for the job you are applying for

Example "Customer Service Role (Face to Face)"

"At school I volunteered to help in the Tuck Shop where I served at the counter at lunchtime two days per week."

Focus on your strengths and abilities and, where possible, quantify these

Example "Sales Role"

"In my last job I exceeded my monthly sales target 10 months out of the last 12 and I was in the top 3 salespeople twice in a team of 12".

Brief description of your "personality" with illustrations

Example "Team Leader" Role

"I was nominated by my manager to mentor new starts due to my friendly approach, technical knowledge and my willingness to help others"

Key Personal Background Details

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Name: _____ Date: _____

2. Why have you applied for this job

Check out the responsibilities of the job. (Look at Job Description, Job Advert, Website, etc.)

Connect key aspects of the role to some elements of your previously stated skills, experience, personality and ambitions

Planning a structure will allow you to answer decisively conveying your motivation and the fact that you have prepared fully for the interview. You can reinforce this by quoting keywords from the job description and/or the job advert.

Example "Contact Centre Role"

Job Responsibilities

-Handling a high volume of telephone calls

-Delivering friendly, helpful service

-Accuracy in processing customer information

-Team Player

"Me"

Previous contact centre experience

2 Previous Roles

Received 3 awards for service delivery

Previous role in NHS 24 processing patient details

All previous roles

"Stand in" for team leader in previous role

Name: _____ Date: _____

3. What attracts you to the Organisation

Show the interviewer that you have researched the organisation and you see clear attractions in working there, e.g., size, nature of the business, history, reputation

Research online, social media, websites. Etc.

Key attractions for me

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3. Preparing for Competency Based Questions

Practice using the STAR approach (**S**ituation **T**ask **A**ction(s) **R**esult)

It is advisable to think through some situations which you have experienced that you could use. The aim is not to develop a script rather to gain experience of structuring answers to competency-based questions using the STAR approach. Focus on topics which are relevant to the job you are applying for. You can get some understanding of these from the job description or skills required as outlined in the recruitment advertisement.

The following are common areas which interviewers may explore:

- Customer Service
- Sales
- Teamworking
- Attention to Detail
- Dealing with Conflict
- Managing People
- Working Under Pressure
- Telephone Skills
- Decision Making

Competency (Skill)

My Example

Working Under Pressure

S Situation: "Last Friday 2 of my team called in sick"

T Task: "I had to process their Customer Invoices along with my own"

A Action (s): 1) "I asked my Team Leader if I could pass on some of my other admin., tasks to a colleague. She agreed".

2) "I called the Training Dept. and re-scheduled an Excel Training Course I was due to attend".

R Result: "All of the customer invoices were processed on time. My Supervisor thanked me for my efforts".

If you can't think of work-based scenarios use personal examples from your life experience (school, college, hobbies, sports, family life, voluntary activities, etc.)

Name: _____ Date: _____

Complete a number of examples in order to familiarise yourself with how to structure your answer in the STAR format. (You can use the common areas listed above, or others relevant to you.)

Competency (Skill)

My Example

S Situation:

T Task:

A Action(s):

R Result:

Competency (Skill)

My Example

S Situation:

T Task:

A Action(s):

R Result:

Competency (Skill)

My Example

S Situation:

T Task:

A Action(s):

R Result: