

A woman with dark curly hair, wearing an orange blazer over a white top, is smiling and looking towards a man whose back is to the camera. The background is a blurred office setting.

A-Z

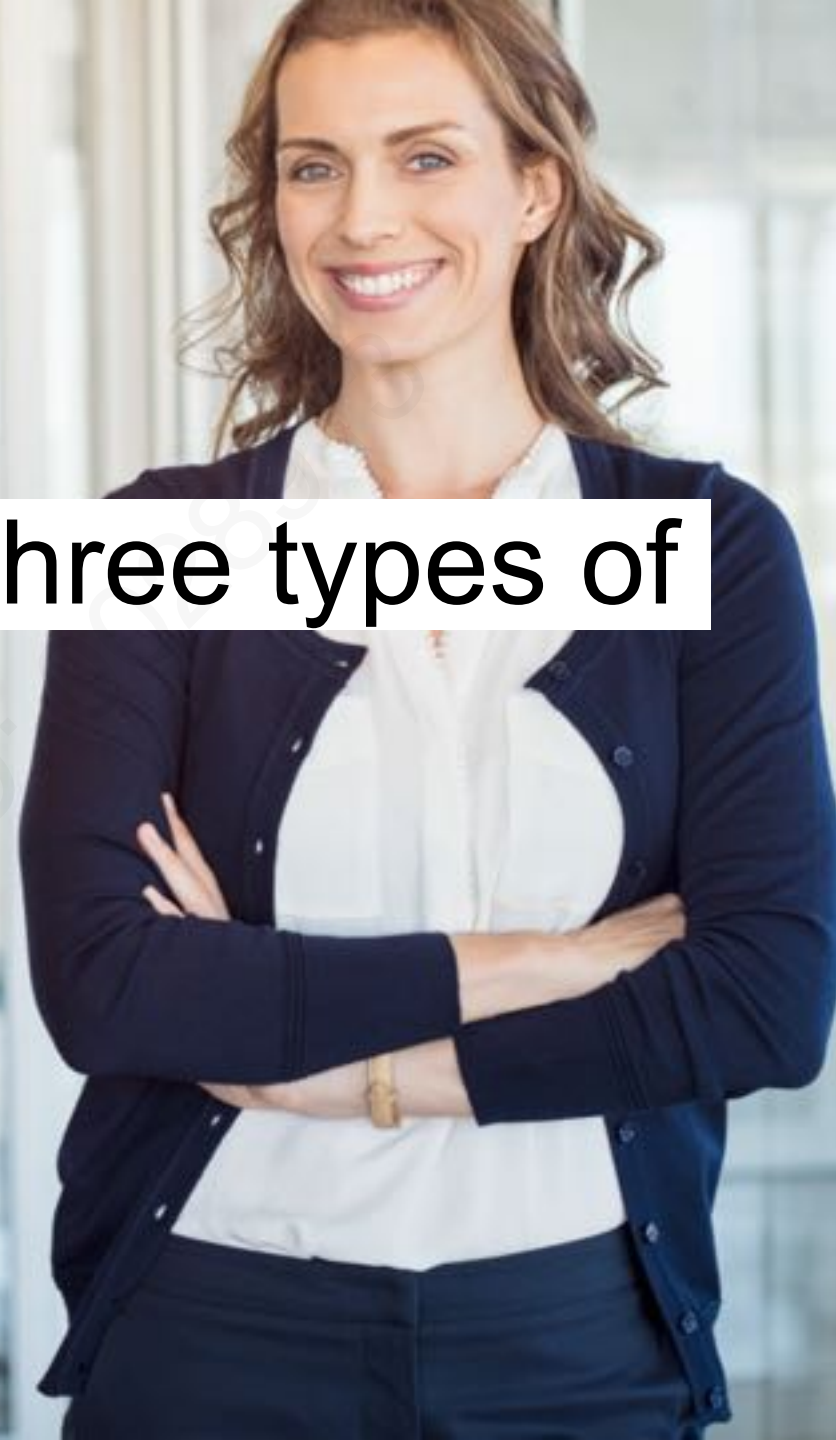
INTERVIEWS

***26 AWESOME TIPS FOR
PASSING ANY INTERVIEW***

A

ALWAYS prepare for three types of interview question:

- **Motivational**
- **Research**
- **Behavioral**



MOTIVATIONAL

Q. Tell me about yourself?

Q. Why should we hire you?

Q. What are your strengths?

Q. What are your weaknesses?

Q. Where do you see yourself in 5 years' time?

RESEARCH

Q. What can you tell me about our company?


Q. Why do you want to work for us?

BEHAVIORAL

Q. When have you worked as part of a team?

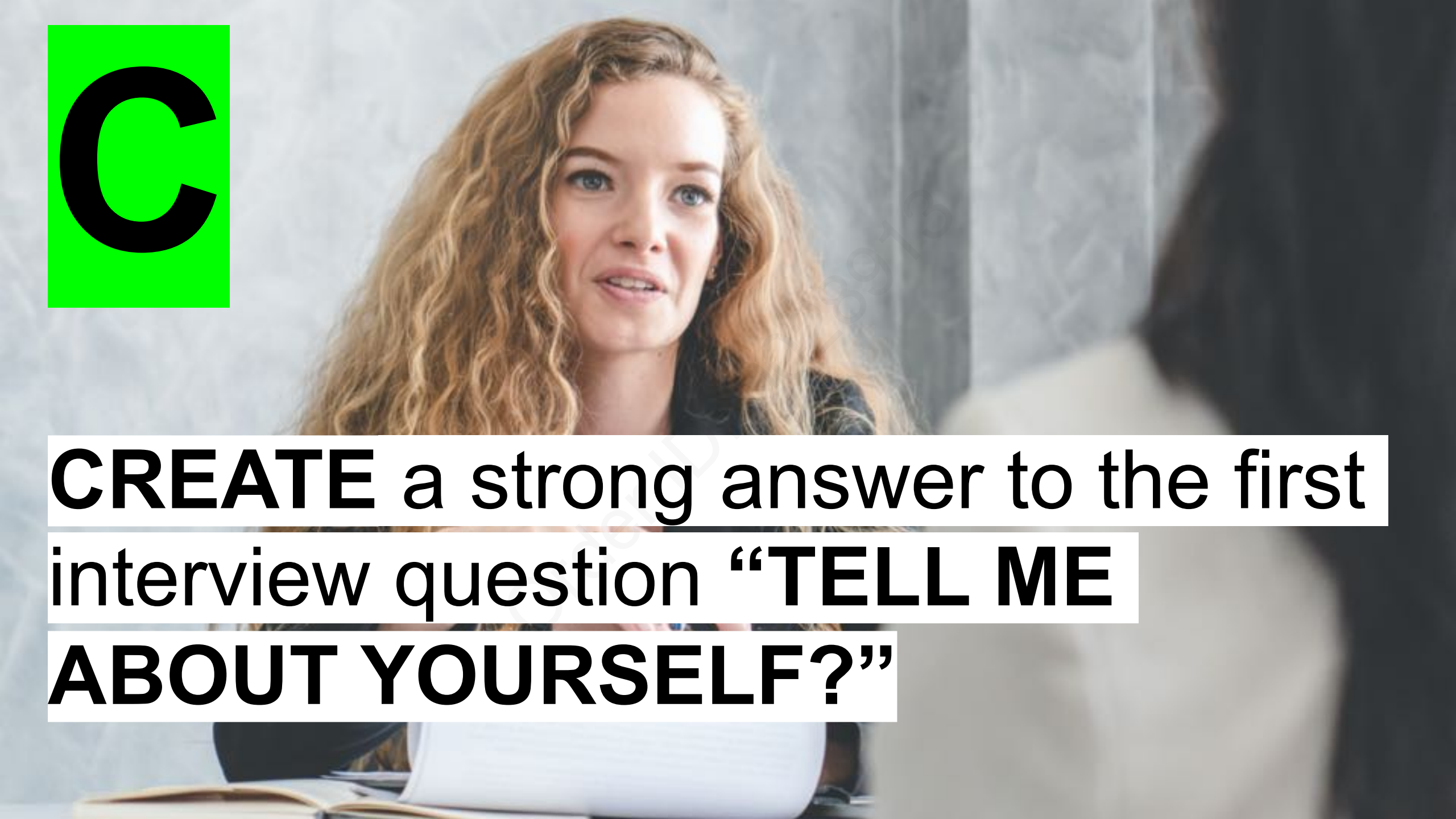
Q. Describe a time when you worked under pressure?

Q. Tell me about a situation when you used your initiative to solve a problem?

A young woman with long brown hair, wearing a blue t-shirt, is smiling and looking towards the left. In the foreground, the back of a person's head and shoulder are visible, slightly out of focus. The background shows a room with a window, a small statue, and a hand gesture.

B

BE positive during your interview – any **negativity** or a lack of **self-belief** will get you nowhere.



C

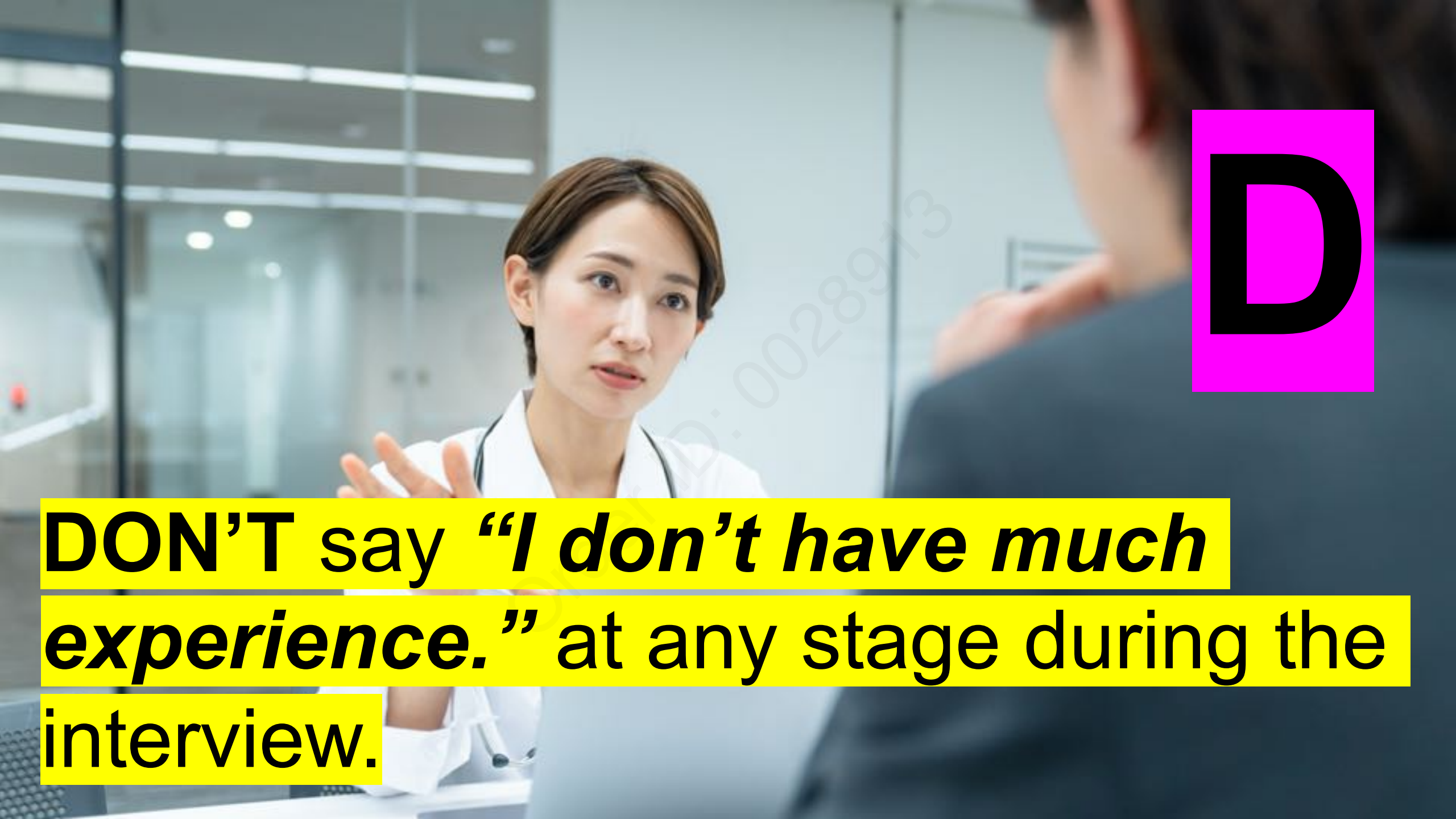
CREATE a strong answer to the first interview question **“TELL ME ABOUT YOURSELF?”**

“TELL ME ABOUT YOURSELF?”

“Thank you for inviting me to be interviewed today. I am a hard-working, determined and passionate employee who will always go out of my way to complete a task to the highest standards possible. Over the years, I have gained plenty of experience that is a match for this role.

I have studied the job description in detail, and I believe the core skills I possess of customer service, working under pressure, teamwork and attention to detail will all enable me to excel in the role.

If you employ me, I feel strongly you will be more than impressed with my strong work ethics, my ability to fit in well with any team and my passion for delivering outstanding customer service.”

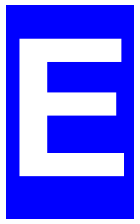


D

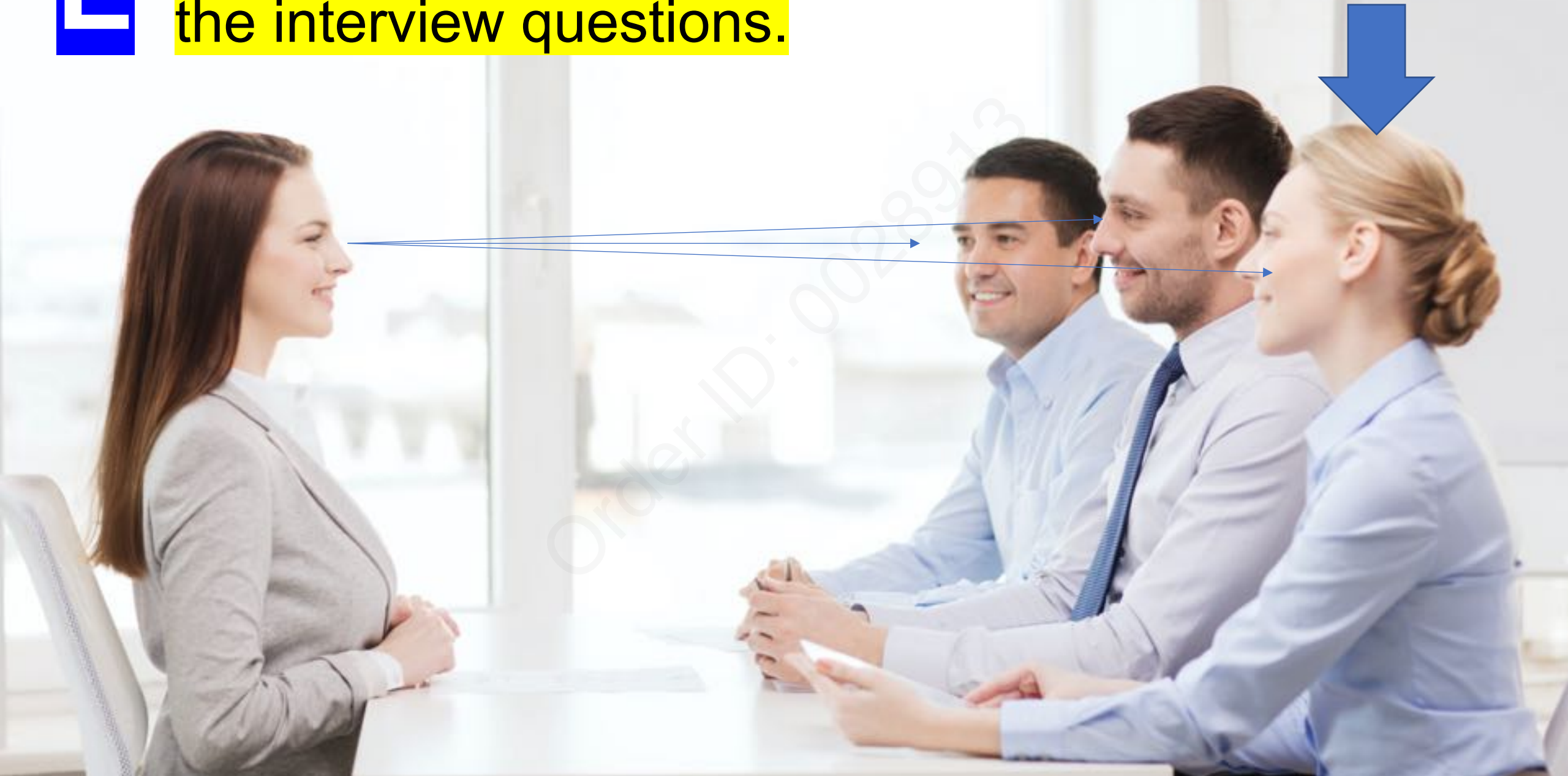
DON'T say ***“I don’t have much experience.”*** at any stage during the interview.

WHAT TO SAY IF YOU DON'T HAVE MUCH EXPERIENCE

“My natural passion, drive and enthusiasm means I will not only learn the job quickly, but I will also be able to contribute positively from day one, if you hire me in this position.”



EVEN eye contact is essential when **answering** the interview questions.





FOCUS on your **strengths**
throughout the duration of the
interview.

WRITE DOWN YOUR TOP 3 STRENGTHS

POSITIVE + ORGANIZED + DETERMINATION

“My **positivity** will make the customer’s experience all the more enjoyable.”

“My **organizational** abilities means I can carry out lots of tasks all at the same time.”

“My **determination** means I will succeed whilst under pressure.”



G

GIVE evidence-based answers to
the interview questions wherever
possible.

EXAMPLE OF AN EVIDENCE-BASED ANSWER

“When have you dealt with a customer complaint?”

“In my previous job I often had to deal with customers. One particular time, I was dealing with a customer complaint and I went out of my way to not only follow the company’s complaints procedures, but I also took the time to resolve the complaint successfully for the customer. I listened to their concerns and apologized, before coming up with a resolution they were satisfied with.”



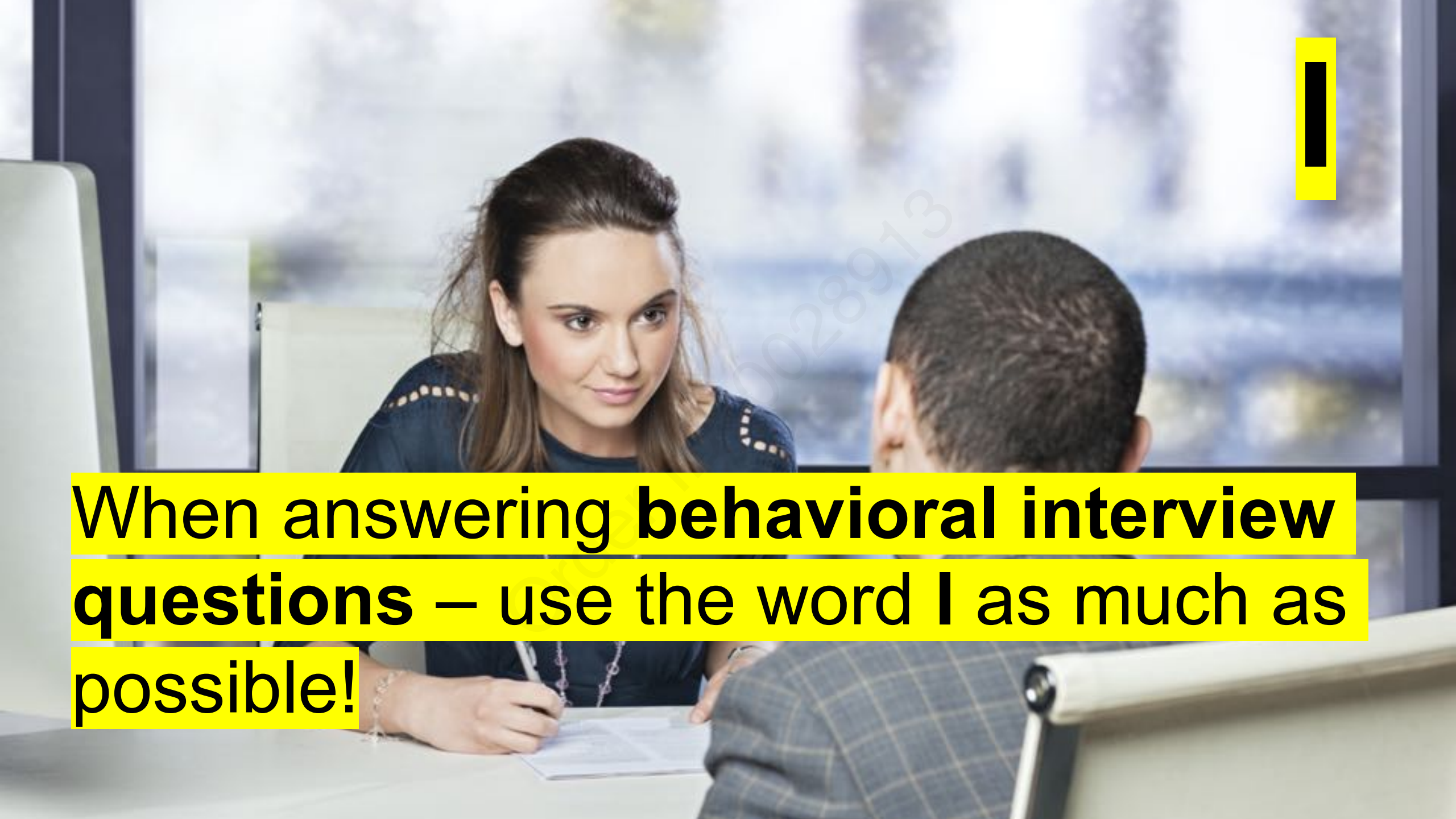
HAVE 2-3 questions ready to ask the interview panel at the end of your interview.

3 Questions To Ask

Q. What are the plans for the company over the next 3-5 years?

Q. Have you launched any new products or services recently, and have they been a success?

Q. What would you need me to focus on in the first few weeks of starting, if I am successful?



When answering behavioral interview questions – use the word I as much as possible!

“Q. Tell me about a time when you worked as part of a team?”

“I listened to the team brief carefully.”

“I focused on the end goal at all times.”

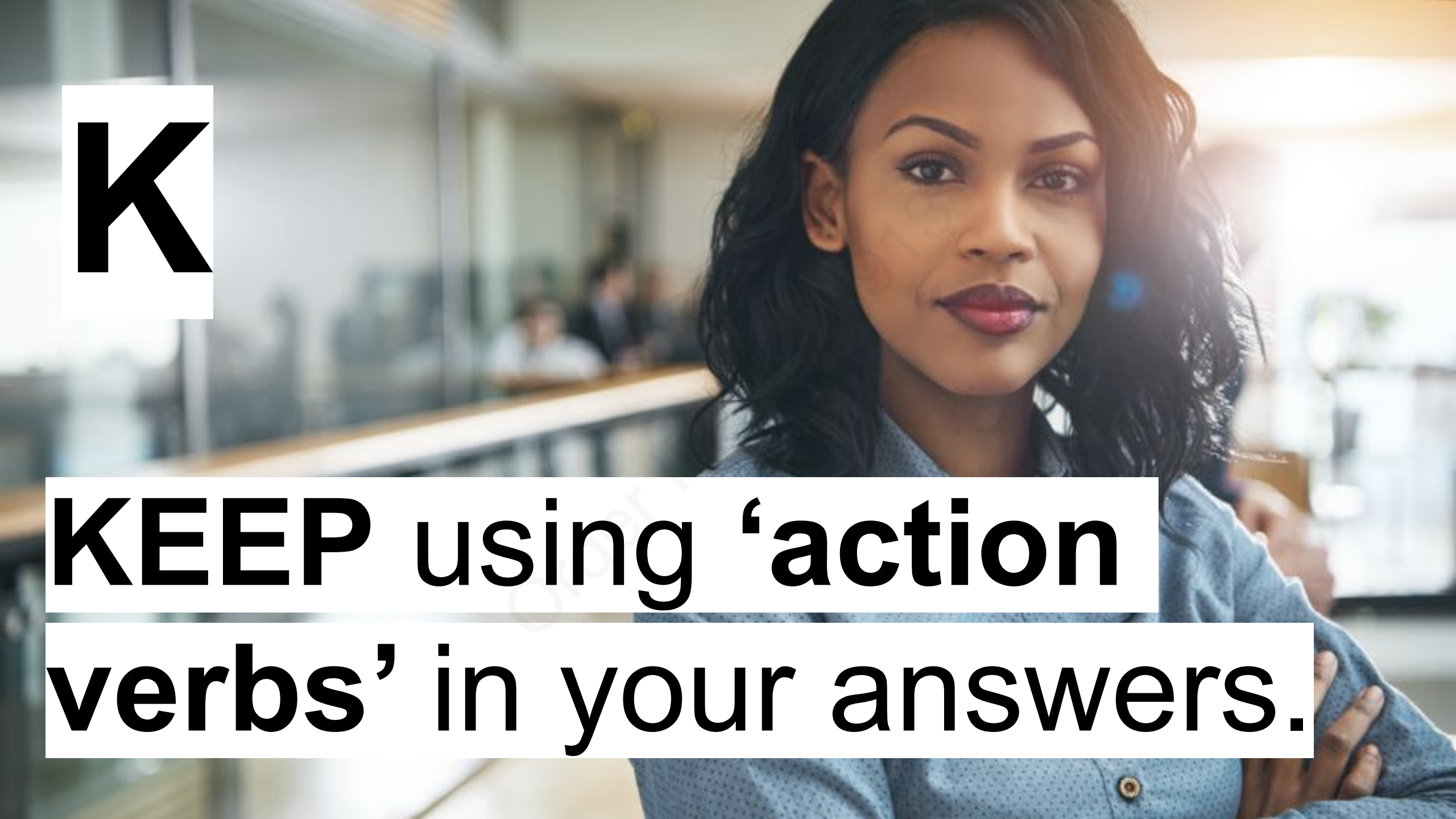
“I made sure I supported the other team members throughout the task.”



Read the JOB DESCRIPTION prior to your interview!

JOB DESCRIPTION

- ✓ Able to provide **excellent customer service.**
- ✓ Demonstrate excellent **attention to detail skills.**
- ✓ Can **work under pressure** to complete challenging tasks.
- ✓ Able to **work as part of a team** to meet the organization's goals.



K

KEEP using ‘**action verbs**’ in your answers.

EXAMPLES OF GOOD ACTION VERBS

Accomplished

Achieved

Analyzed

Boosted

Communicated

Completed

Created

Developed

Responded

Undertook

Updated

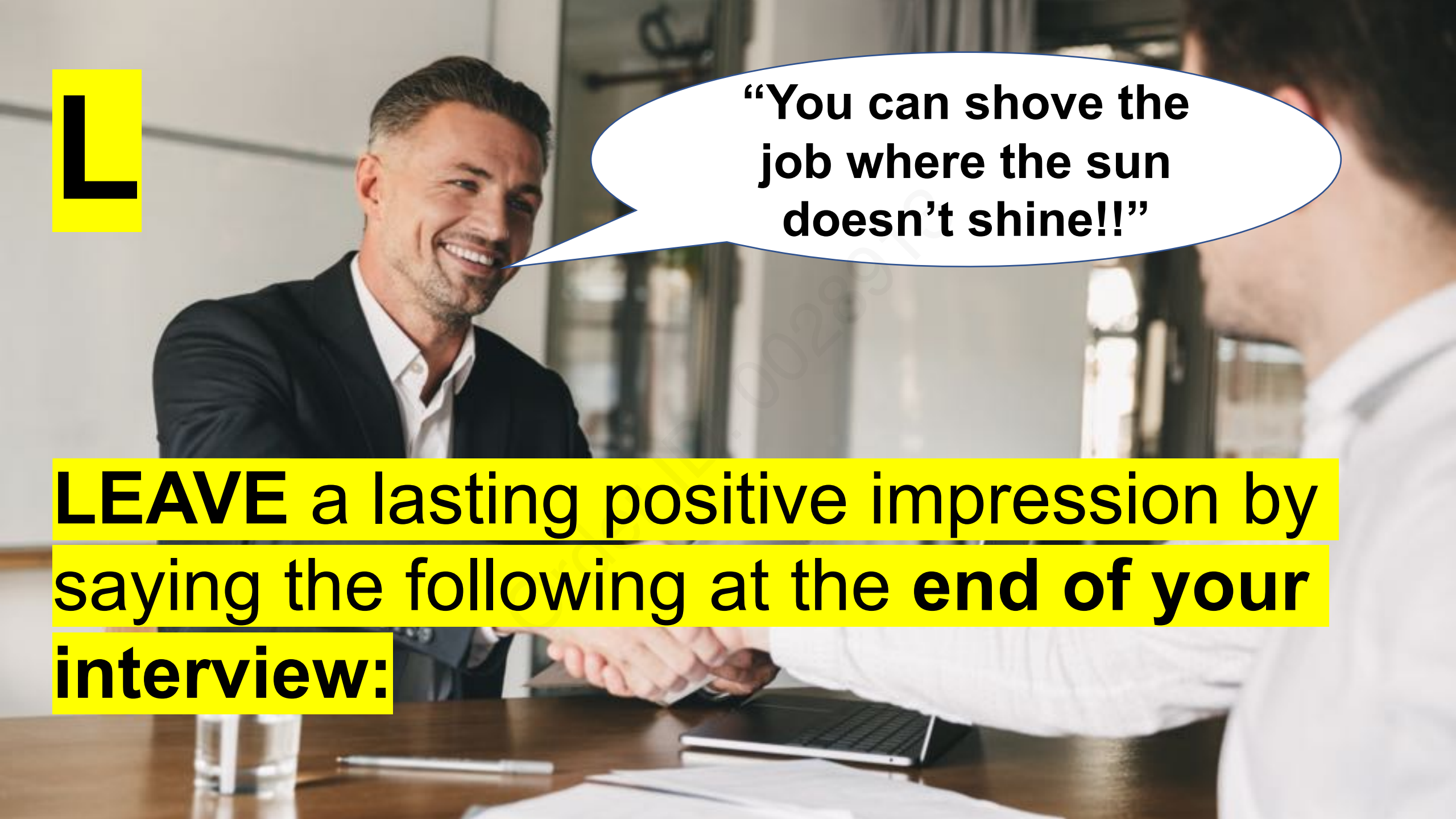
Provided

Worked

Resolved

Generated



A man in a dark suit and white shirt is smiling and shaking hands with another man in a white shirt. They are sitting at a wooden desk with papers, a pen, and a laptop. The background is a blurred office setting.

L

**“You can shove the
job where the sun
doesn’t shine!!”**

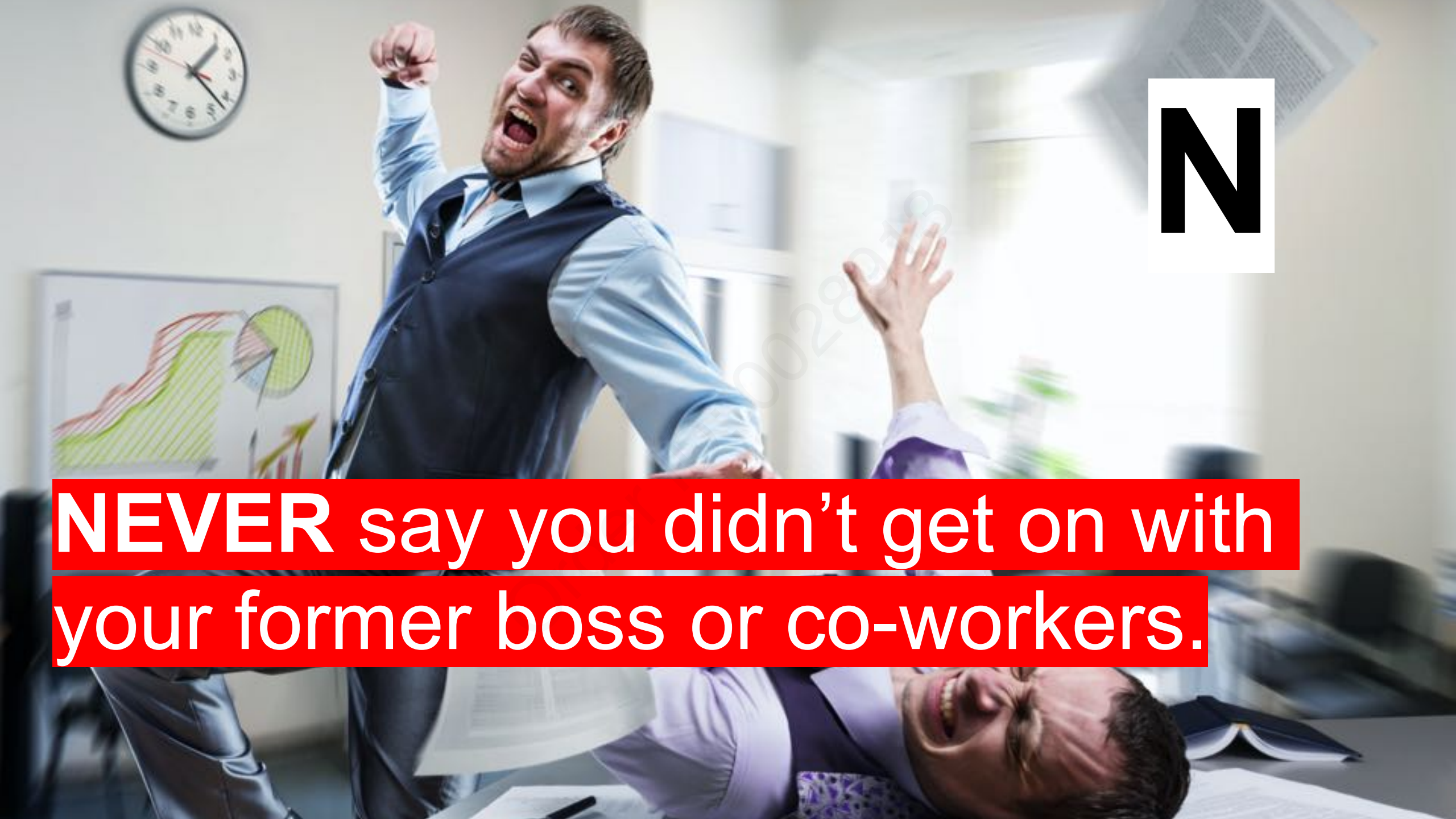
LEAVE a lasting positive impression by
saying the following at the **end of your**
interview:

SAY THIS AT THE END OF YOUR INTERVIEW

“I just want to say thank you for inviting me along to be interviewed today. I’ve thoroughly enjoyed the process and I genuinely hope I get the opportunity to show you what I can do and how I can contribute your company.”



MAKE sure you give a **FIRM HANDSHAKE** at the start of the interview and also at the end, prior to leaving.



N

NEVER say you didn't get on with
your former boss or co-workers.

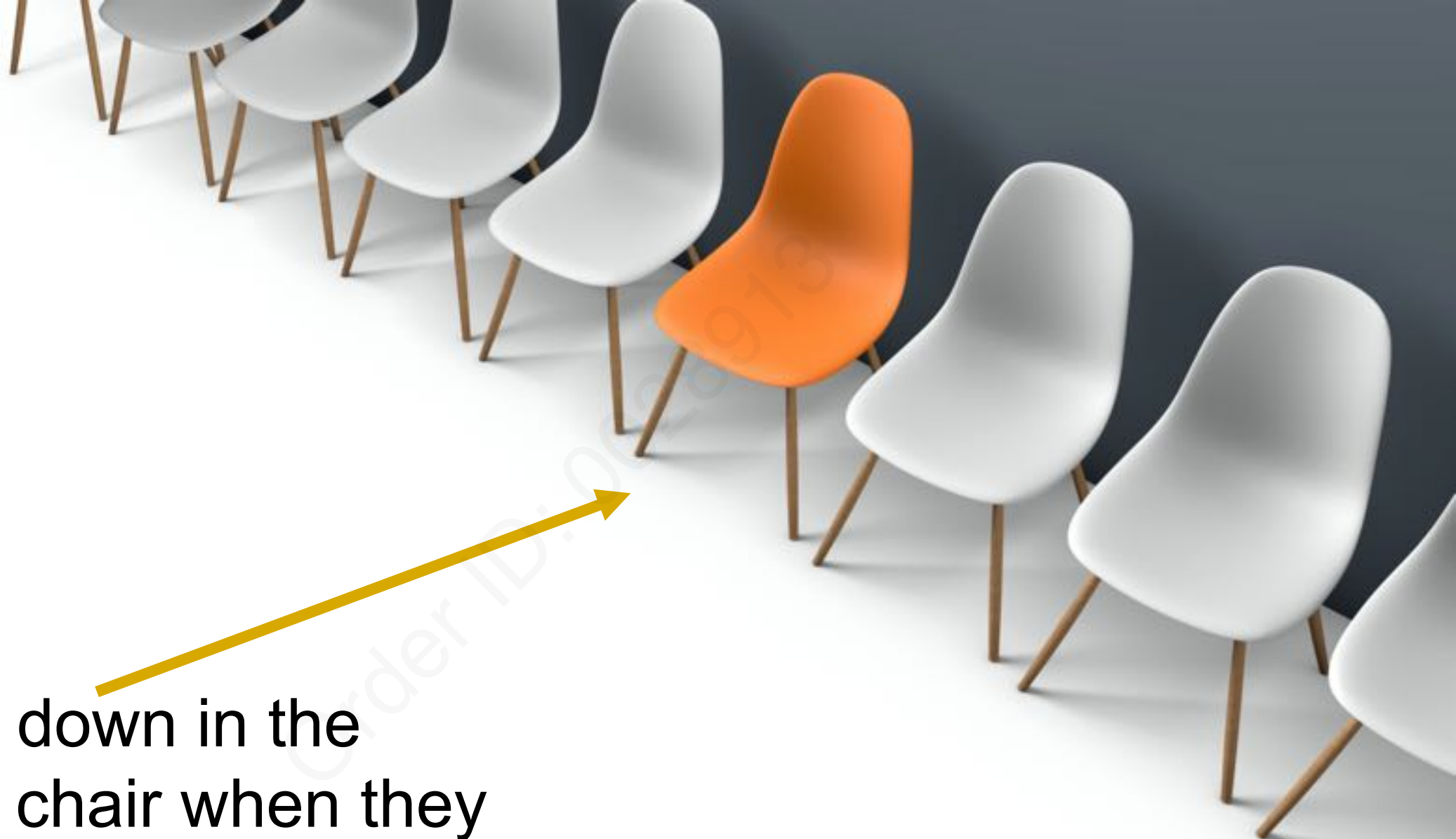
Q. Why Do You Want To Leave Your Current Job?”

“My employer has been brilliant – I’ve really enjoyed my time there and we achieved some amazing things.


However, I am now ready for a new challenge and I want to work for an exciting, forward-thinking organization where my skills and experience will be put to good use.”

O

ONLY sit down in the
interview chair when they
invite you to do so.





A man in a dark suit and white shirt is smiling and looking towards another man whose back is to the camera. They are in an office setting with large windows in the background. A large, bold, black letter 'P' is on a bright green square in the top left corner.

P

POSITIVE words, phrases and sentences will make a **HUGE** difference to your scores during the interview.

EXAMPLES OF POSITIVE KEYWORDS AND PHRASES

“My strong values and work ethics mean I will always perform to an exceptionally high standard.”

“If you hire me in this position, I will not let you down.”

“During difficult and challenging tasks I always remember to remain calm, composed and focused.”


“I am the type of person who thrives under pressure.”



Q

QUALITY employees are **not** necessarily the ones who have *the most experience*.

- Your ability to **learn** the role quickly;
- Your **likability** factor;
- Your **enthusiasm** for the job!

A woman with dark, curly hair is sitting at a desk, looking down at a laptop. She is wearing an orange shirt. The background shows a window with a view of a building and some indoor plants.

R

RESEARCH the following 3
things **prior** to your interview:

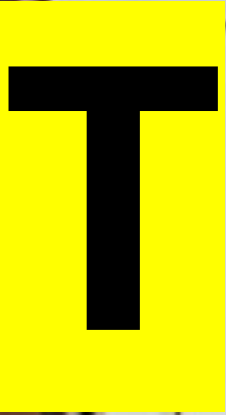
RESEARCH the following 3 things prior to your interview:

- ✓ **What the company does;**
- ✓ **Their latest products or services;**
- ✓ **Their website 'LATEST NEWS' section.**



S

**SIT a MOCK INTERVIEW
before you attend the real
thing!**



T



**TAKE THE TIME to understand the
interviewers OBJECTIONS about YOU.**

COMMON INTERVIEW OBJECTIONS

“I’m not sure you have the experience for this position.”

“I’m not sure you would fit into our team.”

“I’m concerned about the number of jobs you've held in such a short period of time.”

“I’m not sure you have the experience for this position.”

“I can understand your concerns. Although I lack experience, I more than make up for it in my ability to learn things quickly, follow rules and training to the letter, and also my enthusiasm and passion for getting a job done fast.

I am someone who will fit in to your team and I will learn the job in super-quick time, which means you don’t need to spend your valuable time supervising me, or continually monitoring my performance.”

“I'm not sure you would fit into our team.”

“One of my core strengths is I understand your organization needs to employ someone who will not only fit in to the team, but who will also focus on helping you achieve your goals and objectives.

At the end of the day, I will only have a job with your company if I do fit in, and I perform to a very high standard. I feel I am a strong team worker, and the interpersonal skills I possess will ensure I work hard to help the team complete its tasks and projects.”

“I'm concerned about the number of jobs you've held in such a short period of time.”

“It's been important for me to gain employment with a company that is a match for my skills and experience.

I can totally understand your concerns, but please let me reassure you that, having researched the person specification, the job description and your company in detail, I feel very confident I would be with you for many years to come and you'd be more than satisfied with my performance.”

U

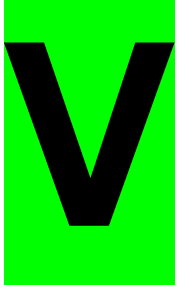
UNDERSTAND what the hiring manager/interview is looking for, and give it to them during your **answers** to the interview questions.

PERSON SPECIFICATION



Administrative Assistant Interview Assessable Skills, Qualities & Attributes:

- **MANAGING MULTIPLE TASKS EFFICIENTLY** – Attractive skills for all potential Admin Assistant's to demonstrate during the interview is the ability to work on, and manage, multiple projects or tasks. Be prepared for questions such as "Can you give an example of when you have managed multiple tasks in a previous role?"
- **FLEXIBILITY** – Administrative Assistant's need to be flexible in their role, and this means being willing to cover other team member's duties and also be free to work extended hours to help out your employer when required.
- **COMMUNICATE EFFECTIVELY** – Undoubtedly, as an Admin Assistant, you will need strong communication skills and be able to communicate effectively by email, written letter format and also verbally, either face-to-face with clients and customers and also over the telephone.
- **WORKING UNDER PRESSURE** – At times, you will be required to perform administrative tasks under pressure and to strict timescales. You will most probably get asked interview questions such as "Can you give an example of when you worked under pressure to complete a difficult task?" Before you attend the interview, make sure you have at least one example of pressurised working.



VICTORY at the interview is dependent on the following 4 things!

- **LIKEABILITY**
- **EVIDENCE**
- **ENTHUSIASM**
- **MATCH**





WHEN the interview is over, send the following thank you letter or email:

W

SUBJECT: A thank you note following my interview today

Dear sir/madam,

I wanted to follow up with a quick message to say thank you for inviting me along to the interview today. I very much enjoyed the experience, and if you need any further information to assist in making a decision, please don't hesitate to contact me.

Your faithfully,
Your Name Here

A woman with brown hair tied back, wearing a black sleeveless top, is seated at a table. She has a surprised or concerned expression on her face, looking towards the left. A large, bold red 'X' is overlaid on the left side of the image, partially obscuring her face and the background. The background shows a blurred outdoor setting with a railing and some greenery.

X

**Don't say any of the following during
your interview!**

Don't say any of these!

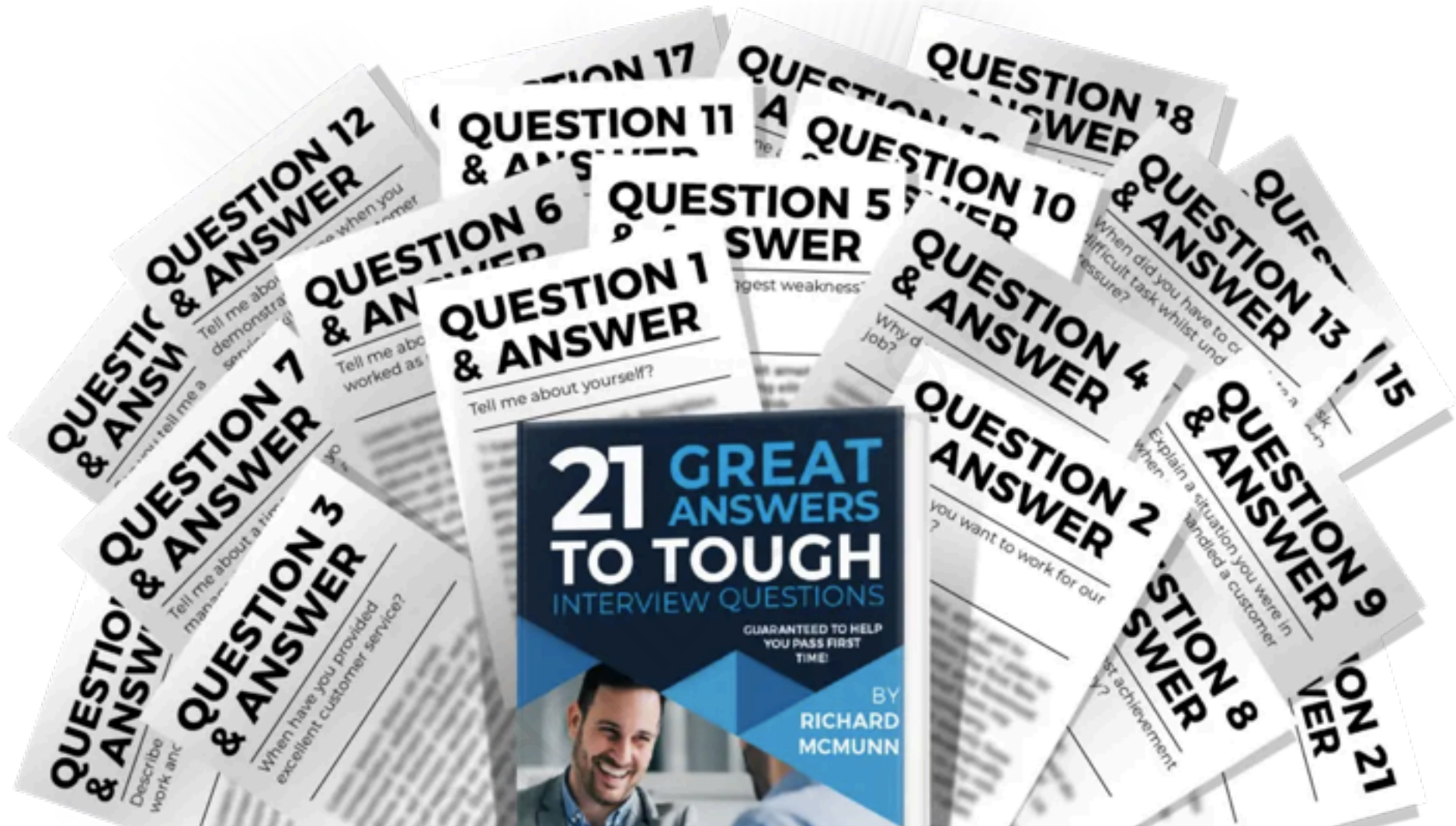
“I don't really have much experience.”

“How much leave will I be entitled to?”

“I plan to stay with you for a year or so and then I'll be moving on.”

“I didn't really see eye to eye with my former boss.”

“My work colleagues didn't seem to understand me.”



YOU can prepare using my 21 great answers to my tough interview questions at...
www.PassMyInterview.com

Zzzzz



**Make sure you get a good night's
sleep prior to your interview!!**