

**TELL ME ABOUT YOUR  
WORK EXPERIENCE?**



# THIS IS WHAT I WILL COVER

- What the interviewer wants to hear from your answer!
- The **3 things** you must include in your response.
- Example **answers** you can use to help prepare!

**What does the interviewer  
want to hear from your  
answer to the question...**

**“Tell Me About Your Work  
Experience?”**



**The skills and qualities you have are a  
match for the role you are being  
interviewed for!**



**3 things you must  
include in your  
answer.**

**#1 – The name of the position you held, the name of the company and the date.**

**Start off with your first job and**

**“My very first job was with **company X** back in **2010** where I held the position of **Customer Service Advisor.**”**

**where you gained relevant experience to the position you are being interviewed for.**



**#2 – The responsibilities you had in each job that are a close match to the role you are being interviewed for.**

**It is vital you **cross-match the responsibilities** you held in your previous jobs with the responsibilities you will have in your new position!**



**“My very first job was with company X back in 2010 where I held the position of Customer Service Advisor.**

**Within this position I looked after all customer queries and complaints and I was required to follow strict customer service standards at all times.”**

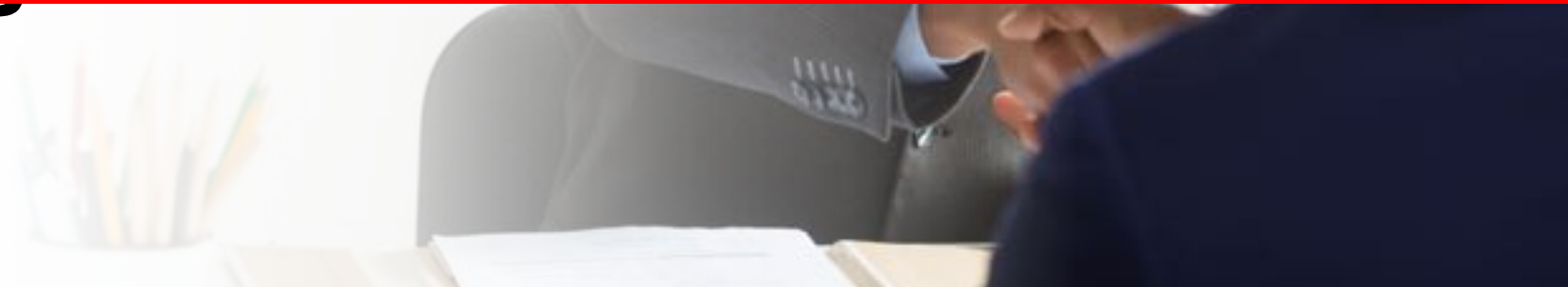


**#3 – Talk about any significant highlights or accomplishments you achieved within each role you have held.**



**If you have a history of achievement, you are more likely to replicate that success in your new job role.**

**achiever!**



**Let's take a look at an  
example answer to the  
interview question “Tell me  
about your work  
experience?”**

# TELL ME ABOUT YOUR WORK EXPERIENCE

## **JOB ROLE, COMPANY + DATE**

**My first job was as an Office Administrator for company X back in 2015.**

## **RESPONSIBILITIES**

Within this role I was responsible for managing the diary, taking care of incoming post and parcels, answering customer emails and taking telephone calls, and managing the office supplies inventory.

**The skills and qualities I learned within this role made me a highly organized and proficient employee.**

## **ACHIEVEMENTS**

A key achievement of mine during this role was where I took on the additional duties of another office administrator work colleague who was off sick for three months.

**Let me now give you an  
example answer based on  
someone who has held  
three different jobs.**



## TELL ME ABOUT YOUR WORK EXPERIENCE

**I started work back in 2014 as a pizza delivery person and this was a great job where I learned the importance of being punctual, providing great customer service, and ensuring I was available to work at short notice to help the company meet customer demand.** I then moved on to my first office-based job where I worked as part of a team providing administrative support to the company.

**Within this role I was responsible for organizing the office diary, for arranging meetings, for managing office supplies and for ensuring everything ran smoothly for the managers and the directors.**

A key achievement within this role was where the team I was a part of managed to help the company secure an important sales contract that was of considerable value over a three-year period.

## TELL ME ABOUT YOUR WORK EXPERIENCE

**I then moved on to a new and exciting role in retail where I was more hands-on with the day-to-day running and managing of a store. My role was Assistant Manager with Company X and this is where I really learned the majority of skills I have today.**

I was responsible for supporting the manager in her duties and for ensuring the store was safe and compliant each day. I was also responsible for managing customer expectations, dealing with suppliers and contractors and being the first point of contact for the staff who worked on the shop floor.

**A key achievement whilst I worked in this position was helping the business to increase sales by 20% in my first year in the role.**

Having studied the job description for this role, I believe my work experience puts me in a great position to come into the job and make a positive and long-lasting impact.

# FAQs

**Your questions answered!**

## FREQUENTLY ASKED QUESTIONS

**Q1.** I've had lots of different jobs that go back many years. Do I need to talk about all of them?

- ✓ My advice is to only focus on the job roles you have had that are *applicable* in some way to the role you are applying for.

HERE'S ANOTHER EXAMPLE ANSWER TO HELP YOU...



# TELL ME ABOUT YOUR WORK EXPERIENCE

## **JOB ROLE, COMPANY + DATE**

**I've held numerous positions over the years that I have helped transform me into the experienced, high-achieving person I am today. More notably, back in 2011 I held the position of Sales Manager for Company X.**

## **RESPONSIBILITIES**

Within this role, I was responsible for managing key client accounts, for attracting new business to the company and for seeking new and innovative ways to keep a constant flow of leads coming into the business.

**Within this role I learned the importance of always being ahead of the curve within sales. I had to be two steps ahead of our competitors to ensure we always had quality leads coming into the business.**

## **ACHIEVEMENTS**

I was particularly proud of my achievements in this role because I managed to utilize the power of LinkedIn to attract new business. LinkedIn was relatively new at the time, so the work I did around this was seen as highly innovative and creative.

## FREQUENTLY ASKED QUESTIONS

**Q2.** What if I've only ever had one job?

- ✓ This is fine! Just make sure you **talk more about what you learned** within this role and the **skills you gained** whilst there.

**HERE'S ANOTHER EXAMPLE  
ANSWER TO HELP YOU...**

## TELL ME ABOUT YOUR WORK EXPERIENCE

### **JOB ROLE, COMPANY + DATE**

**The only job I have held so far was as a Customer Service Representative with Company X last year.**

### **RESPONSIBILITIES**

Within this position I was responsible for being the first point of contact for customers, for answering any questions they had, and for dealing with customer complaints as and when they came up.

**Because it was my first job, I learnt the importance of working at pace, working as part of a team and making sure I completed all my duties in line with the company's customer service standards.**

### **ACHIEVEMENTS**

One thing I was particularly proud of whilst working in this role was the fact that we managed, as a team, to improve customer service satisfaction levels by 30%.

## FREQUENTLY ASKED QUESTIONS

**Q3.** What if I left a job soon after starting, or what if I was fired or made redundant? Should I refer to them?

- ✓ Don't talk about these jobs in any detail and don't mention the reason(s) why you left.
- ✓ Just brush over these positions and focus on the more notable jobs you have held.



## FREQUENTLY ASKED QUESTIONS

**Q4. What if this is my first job? How do I answer this question now!?**

- ✓ **The interviewer will be aware that this is your first job, so they shouldn't ask the question. However, if they do, say this...**

## **TELL ME ABOUT YOUR WORK EXPERIENCE**

**“Because this is my first job, I have little work experience. However, over the years I have observed how businesses operate and I have learnt a tremendous amount from other people how to be a productive and supportive employee.**

**I understand, that for your business to succeed I will need to learn the role quickly, do everything to the necessary standard and support my work colleagues in the completion of their tasks.**

**Without the customer, there would be no business, so I would always treat your customers well and act as a positive role model whenever I come into contact with them.**

**Whilst at work I will always seek to improve and develop by undertaking the relevant training courses and I will always ask for help if ever I am unsure. I believe my ambition, loyalty and my willingness to do a great job for you will more than make up for my lack of work experience.”**

**Keywords & phrases you can  
use when answering the  
interview question...**

**“Tell Me About Your Work  
Experience?”**

## **Keywords & phrases: “Tell Me About Your Work Experience?”**

**“Within each job I have held, I learned the importance of being a productive, supportive and loyal employee.”**

**“In my last job, I always focused on helping my employer achieve their commercial and financial objectives.”**

**“In all job positions I have held I always focused on adding value to the organization. This was achieved by exploring ways to help the business grow, by helping my teammates complete their tasks on time and to the right standard, and by looking at ways I could learn and develop new skills to stay at the top of my work.”**



## **Keywords & phrases: “Tell Me About Your Work Experience?”**

**“I have read the job description for this role carefully, and the skills, qualities and experience I have built up over the years are a strong match for the requirements of the job.”**

“The experience I gained in my last job is going to be helpful within this position. I have experience of dealing with customers and clients; I have experience of working under pressure to solve difficult problems, and I can be relied upon to carry out all tasks and projects on time and to the necessary specification.”