

I assume you this is a good time to talk?

1. Do you like sales floor more, or office more?

It's different question... because both have good points, too. On the sales floor, I can work for customer more. On the other hand, at the office I can work for more specifically for my department. I like both of it.

2. Tell me about your role at Uniqlo.

Sure, I am currently the 1st floor markdown leader. Every week, I check the MD list and prepare for it. I also focus on customer service on the floor, if customer looks like need a help, I always ask them proactively. Try to be fast, too.

3. Why are you interested in this position?

After starting doing markdown, I pushed a lot of items for markdown, a lot of the responsibility is related to the inventory, that's why I want to apply for the inventory.

Why are you interested in this position?

Because a lot of my current and previous work have been related to inventory. They are all somehow connected to inventory control, but inventory control is the part that I haven't done. For example, during markdown, I get the list from inventory control to decide what to promote. In POP management, I also get the inventory control list to decide what POP to keep/throw away. So inventory control is like the one last piece of puzzle that I haven't got, and I am really curious to learn about it. Also, my university degree is on economics, I really want to apply what I learned from school. I really want to do this kind of data analyzing job.

4. Tell me about yourself

Sure, so I joined Uniqlo 9 months ago, right now I am the markdown leader, and I am in charge of a small markdown team. For example, I handle the inventory list given by the head office, I try to match the stock inventory level to the inventory list, I need to make sure nothing is missing. I also make recommendation to managers which MD items we should push out to help reduce the inventory level. Some other responsibilities include closing cash, accept returns/exchange, replenish products, and keeping sales floor organized.

Before that, I was at Ritoco in Taiwan, Which is e-commerce company. I was doing product management. I was in charge of importing/exporting, and negotiated with Japanese companies. This is where I gained a bit of Excel experience.

I also worked at Nova English school in Japan as school manager and counsellor, I managed English teachers and provided counselling for students. And I gained a lot of trust from the students, so I was able to push some English course sales for the school.

Tell me about Uniqlo. What do you know about Uniqlo?

Why do you think you'd be a good fit for this role?

- Previous/current experience are related to inventory
- Sales floor experience can help contribute to the team
- Mostly customer service. I can understand what customer want. What items Canadians like and need. Which items can be mark down, what color, what style.

5. What are your strengths and weaknesses?

I am a slow starter. So I know my weakness, that's why I do a lot of self-study to catch up and learn. I believe this is also my strength, because I am per-sistent, I don't give up until I have learned. That's why I often plan and pre-study, study again, and review. For example, I was working as tour guide in Niagara Falls, I did not know about the area very well. I studied more than company's requirement, Finally I ended up knowing more than other tour guide, I could explain and entertain the customers much better than other tour guide.

6. Do you think you work better in a team, or independently?

Both. We have a markdown team as well, I will allocate the team, we often advise each other as well. Sometimes I have to do by myself. I find a really efficient way.

7. Do you have times that you have conflict with co-worker, and how did you resolve?

When the new girl jointed our MD team, I trained her. However she did not really understand and listen. She did her original way... It was a hard time for me to work on it with her, but I did not give up until she understands. I fixed her misunderstanding points nicely, again and again. I was patient. In the end she started understanding better than before. we worked better than before too.

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If you are asked to reduce inventory, what are two projects you could do?

Skip for now.

What are three factors affecting inventory?

Rate of sale, weeks on hand target, order quantity

If you have excess inventory, what are some things you could do to reduce inventory?

On a scale of 1 to 10, 10 being expert, how would you rate your excel skills

I can do VLookup, pivot table, basic excel, word, and power point. I am probably 5, but I can learn by myself.

You should rate yourself 8.

1. Tell me about how you worked effectively under pressure..

More Answers: How do you handle stress?

2. How do you handle a challenge? Give an example.

More Answers: Tell me about how you handled a challenging situation.

3. Have you ever made a mistake? How did you handle it?

Tips for Responding: How to answer interview questions about mistakes.

4. Give an example of how you set goals. When I was working at traditional Japanese restaurant, the company just started inbound business. I wanted to be one of the members of new inbound marketing team, so I studied the Thai language first and our restaurant's speciality. Then I spoke to the manager, about what is on my mind and I was putting me a lot of effort. After they understood me, they put me as one of the inbound member, I often went to Thailand to promote the company.

5. Give an example of a goal you reached and tell me how you achieved it. When I was working Nova, there was some goal of new course sales. I heard from are manage, my school sales is usually not great. I wanted to change the situation. First, I tried to know students there more(because I was new)then I picked some students who fits the course. Second I put POP a lot in the 🏠, and send email students with school availability.

6. Describe a decision you made that wasn't popular and how you handled implementing it.

More Answers: What are the most difficult decisions to make?

7. Give an example of how you worked on a team.

Akina's Answer

When I work in a team, I always consider other members' opinion or concerns. In order for things go smooth, it is better to know each other's thinking way. Then I would like to set and achieve a goal. When I am working on MD with a team, we communicate a lot to know how each other are doing and make sure how much we are done. When one of the member has trouble, I'll help to solve or support them. When one of the member could not find the specific item even she used RFID, I helped to find it together even though I was doing other section. When some MD items went to second floor, which became second floor's responsibility, I took care of it as first floor's item (I lead the first floor team, second floor has a separate MD team). The key is to have a lot of open communication and support with each other. Because of the teamwork, we can finish MD on time. (Note: you can mention how many items in MD)

~~We report the item quantity, and stock room Location too. When we allocated items, we count it and sticker it independently.~~

Tips for Responding: [How to answer interview questions about teamwork.](#)

8. What do you do if you disagree with someone at work?

When I was working at the traditional Japanese restaurant, I often went to Thailand to do inbound business. Our restaurant had a booth, so we could explain our restaurant to visitors. We could make reservations, and provide a great deal for customers. Other booths have some gift for visitors but we did not prepare anything, so I suggested to manager that we do the same but he did not like my idea. He told me we can just bring **pamphlet** but I disagreed with the manager. Therefore, I prepared and folded some Origami crabs., which cost nothing for the company. Then the visitors really loved it, and we could make many good conversation with the visitors.

Tips for Responding: [How to answer interview questions about problems at work.](#)

9. Share an example of how you were able to motivate employees or co-workers.

Aking's Answer

When I was working at NOVA English school, some students asked us to do something special such as English interview . The English teacher, Gordon, was not used to teach that kind of style, he was more used to the standard lecture style , so he was not very confident. I knew he is a hard worker, and I told him I can help him to choose some interview example. He was not very motivated at first, but after I provided him with more examples, he got better ideas about how to teach English interviews, and he discussed his ideas with me. Then I prepared some more interview questions or and interview styles for him to study . And he became very interested and motivated, because now he got a good sense of how to teach interviews. In the end, he taught some very good interview lessons and the students loved it. The reason why he was not motivated was not because he didn't want to do the work, but because he didn't know how to get started. So after I guided him with some examples, he became comfortable and motivated to teach the new style.

More Answers: [What strategies would you use to motivate your team?](#)

10. Have you handled a difficult situation? How?

When I was working at NOVA English school, I faced a difficult situation. One student asked for a break because of business trip, however, he told me he would come back 4 months later. He wrote down the agreement for taking a break. After 4 months, I e-mailed him and called him to let him know his break will be done soon then his lesson is going to start next sunday. However, he did not answered me. Under the agreement paper, Nova actually can start his lesson. But he never showed up. One day, finally he called me and ask why did I take his money from his bank? I felt so sorry for him, and I told him I did it because of the agreement. I explained to him about NOVA's agreement again and I have to follow company's procedure. So, I apologized to him. He could understand and I reported to area manager, I asked her if we can pay him back or not. She answered yes but only this time. Because we have to be professional, we should be equal to other students, too. I paid him back as soon as possible, he was happy about it. Because of my action, he told me he trust NOVA more than before. So the difficult situation here is I had to follow the standard procedure, but I also have to be empathetic to the students at the same time.

Give an example of an occasion when you used logic to solve a problem.

Give an example of a goal you reached and tell me how you achieved it.

Give an example of a goal you didn't meet and how you handled it.

When I was working at Ritoco, my manager had an idea to import sanitiser from Japanese company. My task was to learn how to import it to sell in Taiwan. I contacted the person in charge from the Japanese company everyday, and I got samples. When they tried to send us the samples, we had troubles because of medicinal ingredients. We realised if we would like to sell these in the future in Taiwan, we need the test to check if it is secure or not and it costs \$10,000. I asked the Japanese company to do that, but he answered it is difficult and it is risky for the company. I negotiated with them many times, unfortunately they declined. I did so much effort, but we could not get this product. However, it was a good experience, because next time we would be more careful with the ingredients inside the product. Also, it was good we had this failure before we made any order.

Describe a stressful situation at work and how you handled it.

Tell me about how you worked effectively under pressure.

How do you handle a challenge?

Have you been in a situation where you didn't have enough work to do?

Have you ever made a mistake? How did you handle it?

Describe a decision you made that was unpopular and how you handled implementing it.

Did you ever make a risky decision? Why? How did you handle it?

Did you ever postpone making a decision? Why?

Have you ever dealt with company policy you weren't in agreement with? How?

Have you gone above and beyond the call of duty? If so, how?

When you worked on multiple projects how did you prioritize?

How did you handle meeting a tight deadline?

Give an example of how you set goals and achieve them.

Did you ever not meet your goals? Why?

What do you do when your schedule is interrupted? Give an example of how you handle it.

Have you had to convince a team to work on a project they weren't thrilled about? How did you do it?

Give an example of how you've worked on a team.

Have you handled a difficult situation with a co-worker? How?

What do you do if you disagree with a co-worker?

Share an example of how you were able to motivate employees or co-workers.

Do you listen? Give an example of when you did or when you didn't listen.

Have you handled a difficult situation with a supervisor? How?

Have you handled a difficult situation with another department? How?

Have you handled a difficult situation with a client or vendor? How?

What do you do if you disagree with your boss?