

Interview Scenario #1

Note to Candidate: Avoid eye contact with interviewer, sound annoyed at times when answering, slouch in your seat, tap your feet

Interviewer:	Hi _____, my name is _____ , and I am the customer service manager here at Buy Best. Thank you for coming in today to interview for our customer service position.
Candidate:	Hi.
Interviewer:	We will get started with some questions. First, why don't you tell me about yourself.
Candidate:	I am 16 years old and go to Port Wayne High School.
Interviewer:	What do you know about our company?
Candidate:	I am not sure, a teacher at school told us you were hiring so I applied online.
Interviewer:	What are your greatest strengths?
Candidate:	I am always on my cell phone, I am really good at using all the apps and texting fast.

Interviewer:	Can you describe how you handle customers that are upset?
Candidate:	I have never had a job before so I don't know.
Interviewer:	Do you have any experience with social media?
Candidate:	I love Snapchat and Tiktok! My snap score is 250,000!
Interviewer:	Thank you, _____, before we wrap up, do you have any questions for me?
Candidate:	No
Interviewer:	Thank you again for coming in _____. We will be in touch.

Interview Scenario #2

Note to Candidate: Sit up straight, make eye contact with interviewer, act interested in the interview

Interviewer:	Hi _____, my name is _____, and I am the customer service manager here at Buy Best. Thank you for coming in today to interview for our customer service position.
Candidate:	Hi _____, it is nice to meet you.
Interviewer:	We will get started with some questions. First, why don't you tell me about yourself.
Candidate:	I am currently a junior at Port Wayne High School where I am enrolled in the Computer Technology program. I am also a member of our school business club.
Interviewer:	What do you know about our company?
Candidate:	The Work Based Learning teacher at our school came to our class and told us that Buy Best was hiring. I went to your company website and read about all the computer services you offer to customers and talked to some of my family members who have come to this location before.
Interviewer:	What are your greatest strengths?
Candidate:	I would say my greatest strengths are my ability to learn new technology quickly and explain it in a way almost anyone can understand.

Interviewer:	Can you describe how you handle customers that are upset?
Candidate:	At our school we have a program where we help other students who have technology trouble. I just had another student who was upset that her final paper was deleted from her computer. I told her that we would do our best to figure out where the file was and that there was another way we could recover it. She felt a lot better, especially after I found the missing file.
Interviewer:	Do you have any experience with social media?
Candidate:	Yes, I am a member of my school business club and part of my job is to maintain our club Instagram page. I create posts and respond to any comments or questions.
Interviewer:	Thank you, _____, before we wrap up, do you have any questions for me?
Candidate:	I was just wondering if you could share what the next steps in the process are if I am selected to fill this position.
Interviewer:	After we conduct our interviews we select three candidates to move on and meet with our store manager. We expect to notify candidates in the next two weeks if they have been selected for a second round.
Candidate:	Thank you for taking the time to meet with me. I look forward to hearing from you about next steps.
Interviewer:	Thank you again for coming in _____. We will be in touch.

Interview Rubric

	Candidate: _____	Candidate: _____
Greeting Professional behavior and language (handshake, "hello," thank you ", etc.)		
Communication Speaks clearly and distinctly with no lapse in sentence structure and grammar usage; speaks concisely with correct pronunciation Volume conveys business tone		
Body Language No fidgeting; consistently used physical gestures, facial expressions and body movements in a manner which enhanced the interview		
Posture/Eye Contact Sits up straight, excellent posture; looks relaxed and confident; establishes eye contact most of the time		
Politeness Candidate never interrupted or hurried the interviewer and thanked them after the interview		
General Attitude Appropriately interested and enthusiastic about the interview process		
Responses to Questions Gives well-constructed, confident responses that are genuine		
Other Comments		