

Q

Why do you want this job?

A

I've researched the job, and found that my skills and interests really fit the role. I'm good at planning and organising, have great attention to detail and would like to learn new skills. I think I'd be a great match for your company.

What are you looking for in a job?

I'm looking for a job where I can work as part of a team and learn from others. And I'll be happy that I've pushed myself to do something new.

What are three words your parents, carers or teachers might use to describe you?

Responsible, because I help look after my little sister by making sure she gets home from school safely; organised, because I have a lot to do at school and out of school but make sure I'm organised enough to do it all; and smart, because I'm studying things I'm interested in and doing my best to achieve good grades.

Describe a time you worked as part of a team

I was part of an editorial team putting together a new school magazine. I worked with the people who wrote the stories to make sure that the photos I took tied in with the theme. The magazine sold well at the school fair and we raised money for school funds.

Can you tell me about a time when you had to do lots of things at once?

I do some things after school like tennis and had a lot of coursework to finish off by the end of the term as well. I marked my calendar with all of my tennis practices and plans I had made with friends, and I made a list of everything I had to finish off. I could see what was most important and when I'd have to get things finished in order to get everything done on time. Keeping to the list helped as I could tick things off when they were completed.

Q

What makes you the best person for this job?

A

I'd like to think I've shown you I've got the skills and experience required for this job. I'm good at communicating and working in teams. I'm good at solving problems; I'm flexible and enjoy learning new things. From what I know, and what you've told me about the job, I think I'd be an asset to your company.

What's your biggest weakness?

I sometimes act too quickly, but I've learned to make a thorough checklist before I start a new task or project which means I don't miss anything or rush into things without thinking them through.

Have you ever had to deal with being in a team with people you don't get on with?

I work in a shop, and some people in my team weren't getting on. I spoke to my boss about it and she called a meeting to discuss the problems and we were able to talk them through in the team. Things got a lot better after that.

What do you like to do in your spare time?

I'm part of a tennis team, as I said, and I really enjoy it. As well as loving to play, it's meant I've made some good friends and been part of a team. We have all been helping each other to improve some of the skills we needed to work on and we've been playing much better because of that. I also like to write for the school paper and have to do research and interview people which is fun. I like being with my friends as well and we go out together.

Do you have any questions to ask me?

Yes. Can you tell me a bit about what training might be offered in this role? What kind of opportunities are there for personal development within your company?



JOB INTERVIEW – SCRIPT

Applicant enters the room, is welcomed by the HR manager and is shown her seat.

HR manager: Please, take a seat.

Applicant sits down, takes out a pen, a small notebook and her folder of application and places them on the desk.

Applicant: I have brought along my folder of application.

Applicant hands it over to the HR manager.

HR manager: Would you like something to drink?

Applicant: Yes, a glass of water would be wonderful.

HR manager goes and gets a glass of water.

HR manager: My name is Rachel Bucher and I am the Human Resources Manager. What was your way here like? Did you have any difficulties in finding our company?

Applicant: Thank you, there were no problems at all, as I have already known your company before. But still I had a look at the correct address and the map to know how to get here.

HR manager: Having read your folder of application I know that you attended a vocational school for Business Studies from which you graduated last year. Then you worked in an advertising agency in Vienna for one year. Could you please tell me something about yourself and why you applied for a job in our company?

Applicant: Last year I graduated from the vocational school for Business Studies with a GPA of 1.8 and I wanted to start working immediately. That is why I accepted the job offer of XYZ Advertising Agency in Vienna. I think for young people it is very important to get to know new things and gain experience in different fields, something that was possible for me in Vienna. But I want to continue living in this area and as I am not really fond of living in a big city I found your job advertisement and applied for the job.



Applicant: Additionally, something about my private life. I am currently living in Zwettl, in my parents' house, together with my boyfriend, I have one brother and one sister, I am 20 years old and in my spare time I like reading and travelling.

HR manager: Which event in your life do you consider to have been your biggest success?

What, in your opinion, are your weaknesses?

What do you think about studying in your spare time?

What do you expect from our company and your job?

Do you give up easily or do you pursue your aims until you finally reach them?

Do you like to be and work together with other people or would you rather describe yourself as a loner?

In your opinion, where will you be in five years time?

HR manager: Do you know our company?

Applicant: Yes, I have already done some research on the internet. Kastner Ltd. is a wholesaler of groceries and seated in the Waldviertel. You are responsible for providing retailers of the environment as well as shops of petrol stations and catering with your goods.

HR manager: The job offered is already vacant. When could you start working?

Applicant: As soon as I receive your positive response I will terminate my employment. Of course, I have to obey the legal period of cancellation, but then I would be able to start working immediately.

HR manager: How much do you earn now and what do you think about your future salary?

Applicant: I don't know how much is normal.

HR manager: Do you have any other questions?

Applicant: Yes, when can I expect your answer?

HR manager: There are still two more job interviews this week. We will call you at the beginning of next week.



Applicant: Thank you very much. I do not have any further questions.

HR manager: Thank you very much for coming and the interview. Have a safe journey home.

Applicant: Good-bye.

HR manager: Good-bye.

Applicant takes all her personal belongings and leaves the room.

INTERVIEW SCRIPT (GOOD CANDIDATE)

Q: "Tell me a little about yourself."

I have lived in Montana all of my life, I love being around people, and I love learning new things. I'm currently learning Spanish because I think it is important to be able to communicate with a variety of people. I'd love to be able to travel someday to a Spanish speaking country. I also like doing physical work, to me it's therapeutic. Gardening and landscaping are two of my passions. I have the best looking yard in my neighborhood!

Q: "What are your strengths?"

I'm a great listener. Don't get me wrong, I'm a good talker too, but I think listening skills are even more important. I'm a good organizer too. It doesn't make any difference if it is organizing closets or a family vacation, I love all the planning and organizing that goes into it.

Q: "What are your weaknesses?"

I like things to go according to my plans so when something comes up that may make my plans go off schedule it stresses me out a bit. But what I have learned about myself is that coming up with a plan B helps alleviate some of that. If I plan ahead for potential problems, then I don't stress out at all because I know what to do next.

Q: "Why do you want to work here?"

As I said earlier, I love being around people and in this job I'd get to meet every person that walks through the door. Your restaurant has a good reputation for quality food and service and that's the type of restaurant I'd be proud to work in. I think my qualities will fit nicely with this restaurant.

Q: "Tell me about your most recent job."

I worked in a cafeteria serving food. Sometimes I worked in the kitchen but I really loved working as a server. I got to meet a lot of people. Some days were easier than others. I set a goal for myself to smile at everyone I served, especially those people who always seemed depressed. It may seem like a boring job to some people but not me.

Q: "Why did you leave your last job?"

I left because I had started school and couldn't do both school and work at the same time.

Q: "Do you have any questions for me?"

Your staff has such a good reputation for customer service, so I thought perhaps I'd ask if you have a training program you put your staff through to achieve that.

Before you leave:

I also have a list of references to give you. Thank you for the interview, it was a pleasure to meet you.

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Q: "Do you have any questions for me?"

Your staff has such a good reputation for customer service, so I thought perhaps I'd ask if you have a training program you put your staff through to achieve that.

Before you leave:

I also have a list of references to give you. Thank you for the interview, it was a pleasure to meet you.

INTERVIEWER'S SCRIPT

"Good morning, my name is _____ and I will be conducting your interview this morning." (Shake hand) "Please have a seat."

"We are interviewing you for the position of restaurant host. We are looking for someone with good customer service and communication skills. We are looking for someone who is dependable and gets along with others. This person is the first person to greet our guests when coming to our restaurant, so it is very important that the host makes a good first impression."

Questions:

Did you bring a copy of your resume?

Tell me a little about yourself.

What are your strengths?

What are your weaknesses?

Why do you want to work here?

I noticed that you checked that you have a criminal record on your application. Can you explain a little bit about that? *(only for the bad candidate if you choose to use this option)*

Tell me about your most recent job.

Why did you leave your last job?

Do you have any questions for me?

The question from the good candidate is:

"Your staff has such a good reputation for customer service, so I thought perhaps I'd ask if you have a training program you put your staff through to achieve that."

Your answer can be something like: "Yes we do. We also try to hire people who are customer-focused to begin with, but we feel it is important to train our staff on what that means for our restaurant. You'd be surprised at how many other businesses try to lure our staff to their businesses. They know how well we train them in customer service."

The good candidate will hand you their references and then stand up and shake your hand.

The question from the bad candidate is:

"Do your employees get free meals?"

Your answer can be something like:

"They get their meals for half price."

You can then tell them you'll be contacting them in the next few days.

The bad candidate won't hand you any references or thank you for the interview or shake your hand.

Interview Role Play

Script #1

Employer: "Did you bring a copy of your resume?"

Applicant:

Yes, sir (or ma'am), I did. *[You open up a folder you brought with you to the interview (where you have copies of your resume). You hand one copy to the interviewer.]*

Employer: "Tell me a little bit about yourself."

Applicant:

I have lived in [your city or state] all of my life, I love being around people, and I love learning new things. Right now, I'm learning a new language because I think it is important to be able to communicate with a variety of people. I also like doing physical work and enjoy gardening and landscaping. I'm quite proud of my yard.

Employer: "What are your strengths?"

Applicant:

I'm a really good listener. Don't get me wrong, I'm a good talker too, but I think listening skills are even more important. I'm also a good organizer. It doesn't make any difference if it is organizing my closet or a trip with my family; I love all the planning and organizing that goes into it.

Employer: "What are your weaknesses?"

Applicant:

I like things to go according to my plans so when something comes up that may make my plans go off schedule it sometimes stresses me out. But what I have learned about myself is that coming up with a plan B helps a lot! So, if I plan ahead for potential problems, then I don't stress out at all because I have a good idea of what to do next.

Employer: "Why do you want to work here?"

Applicant:

As I said earlier, I love being around people and in this job I'd get to meet every person that walks through the door. Your restaurant has a good reputation for quality food and service and that's the type of restaurant I'd be proud to work in. I think my qualities will fit nicely here.

Employer: "Tell me about a recent job or volunteer position you had."

Applicant:

I worked in a cafeteria serving food. Sometimes I worked in the kitchen but I really loved working as a server. I got to meet a lot of people. Some days were easier than others. I set a goal for myself to smile at everyone I served, especially those people who seemed upset or depressed. It may seem like a boring job to some people but not me.

Employer: "Why did you leave that position?"

Applicant:

I left because I had started school and couldn't do both school and work at the same time.

Employer: "Do you have any questions for me?"

Applicant:

Your staff has a great reputation for customer service, so I thought perhaps I'd ask if you have a training program you put your staff through to achieve that?

I also have a list of references for you. *[Hand the interviewer a sheet of paper.]*

Thank you for the interview; it was a pleasure to meet you. *[Offer a professional, firm handshake – and a smile.]*

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