

Name: _____

Year: _____

School: _____

Interview Skills

How can you prepare for a job interview?

- ▶ Do you research! Make sure you know about the company and the job.
- ▶ Dress to impress! Make sure you look as smart and presentable as you can.
- ▶ Don't be late! Plan your route and allow lots of time.
- ▶ Make sure your body language and attitude are positive throughout.
- ▶ Always be polite and professional!

Preparing for Interview Questions

You never know exactly what you might get asked in an interview, but you can use the job description to give you an idea of what they might be looking for.

Task: Using the Nandos job description, answer the questions below.

| | |
|---|---|
| Job: Host |  |
| Job Description: | |
| <ul style="list-style-type: none">• Check with customers to ensure that they are enjoying their meals and if not act to correct any problems• Communicate with customers to resolve complaints and ensure satisfaction• Collect payments from customers• Write customers food orders on order slips, memorise orders, or enter orders into computers for kitchen staff• Present menus to customers and answer questions about menu items, making recommendations upon request• Answering phones to take bookings or take-away orders• Greeting, seating and being polite to customers• Clean tables or counters after customers have finished dining• Perform cleaning duties, such as: sweeping and mopping floors, vacuuming carpet, tidying up server station, taking out rubbish or checking and cleaning bathrooms | |

What key skills might be needed for this job?

1. _____
2. _____
3. _____
4. _____

What questions might they ask you to try and identify if you have any of these key skills?

1. _____
2. _____
3. _____
4. _____

The key to being prepared in an interview is to practise answering the kind of questions you might be asked. We recommend using the **STAR** technique to structure your answers.

| | |
|------------------|---|
| Situation | Detail the background. Provide a context. Where? When? |
| Task | Describe the challenge and expectations. What needed to be done? Why? |
| Action | Elaborate your specific action. What did you do? How? What tools did you use? |
| Results | Explain the results: accomplishments, recognition, savings, etc. Quantify it. |

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For example:

| | |
|------------------|--|
| Question: | Tell me about a time when you have worked well in a team. |
| Situation | I helped with a charity project in school when I was in Y11. |
| Task | We had to come up with a clever way to raise some money for our school charity which is the British Heart Foundation. We had a target of £100 as that is what had been raised the year before. |
| Action | I thought that a cake sale would be a really good idea, so we worked together to arrange posters to advertise it and asked people to make donations that we could sell. I spoke to the teachers about it so they could tell everyone and arranged with the people at the office to get a float together for the sale itself. I also rang and emailed local shops to see if they could donate some stuff. |
| Results | The cake sale was a big success and we raised over £150 for the charity. The teachers were really impressed, and when we went to give the money to the British Heart Foundation we were featured in the local paper. |

Task: Using the STAR technique, answer the following interview style questions.

| | |
|------------------|--|
| Question: | Tell me about a time when you have worked well in a team. |
| Situation | |
| Task | |
| Action | |
| Results | |
| Question: | Tell me about a time when you have used your initiative. |
| Situation | |
| Task | |
| Action | |
| Results | |

Remember: The key to a good interview is being prepared! So make sure you do your research, know the job description and sell yourself!

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