

Interview Tips

Preparing for the interview

- Make sure you know the date, time and location of the interview
- Send an email to confirm your attendance
- Plan how you will get there, do a test run
- Prepare your interview clothes and prepare to dress up. Make sure hair, teeth and nails are clean and tidy. Consider using an antiperspirant rather than / as well as a deodorant. First impressions count!
- Research the business, see what they do and who their competitors are, what are their plans for the future, what does their website say?
- Go over the advert again, remind yourself what they are looking for
- Review the answers you gave on your application form and think of alternative examples, the more the better
- Prepare answers to likely questions; look at the job advert for clues. Have they asked for specific competencies?
- Make a note of questions to ask at the end of the interview which will show enthusiasm and engagement. Do not ask about holidays and sickness. If no mention is made of terms and conditions then ask at the end, try to avoid asking this question too early
- Remember to take along any certificates and Photo ID (ie: passport)
- Avoid alcohol, garlic, curry etc the night before
- Get a good night's sleep so that you look your best and your brain is functioning at its best

At the interview

- Arrive 10 – 15 minutes before the interview to allow yourself time to go over your notes, check your appearance and gather your thoughts
- If you are going to be late, PHONE AND LET THEM KNOW!
- Turn your phone off and put it away before you go into the building
- Do not smoke or chew gum
- Introduce yourself to the receptionist in a professional and friendly manner, ask for the interviewer by name
- Try to relax, be polite and friendly. Smile and shake hands. Remember they are interested in your social skills
- Maintain eye contact and practice active listening. Think about your posture and don't fidget
- Don't rush; take a few moments to think about how you are going to answer. Don't be afraid to ask for clarification if you don't understand the question.
- Answer fully, frankly and confidently. Phrase your answers positively.

- Don't just answer yes or no, showcase your verbal skills. Be clear and concise whilst still being descriptive. Use examples to back up your experiences, remember the CAR (context, action, result) technique to help you structure more complex answers
- Don't ramble, if you lose your thread stop, breathe, gather your thoughts and start again.
- Do not criticise past employers or colleagues, be discreet
- Remember to ask questions which show interest
- Thank the interviewer for their time
- Ask when they will let you know if you have been successful
- Remember to BREATHE!!!

Asking questions at interview

- Your questions need to show that you are motivated and enthusiastic
- You need to convince them that you want THIS job at THIS business
- They should give the impression that you intend to stay with the organisation in the medium term and that you want to develop and progress. Remember how much it costs to recruit and train new staff, make sure you sound like you're worth it
- What will my duties be?
- Who would I report to?
- Is this a new position or are you filling a vacant one?
- Are there any training opportunities?
- Is there any possibility of promotion?
- Will there be a possibility to shadow somebody in another department/ work in another department/ location to help my understanding of the whole process?
- This is advertised as a temporary job, is there any chance of it becoming permanent?
- I notice that there is a probation period; will there be ongoing advice / support / feedback to help me pass?
- What will be the company's biggest challenge in the next 6 months?
- I noticed that you were a runner up for **** award last year. What are your plans for winning this year?
- Can I ask you what it is you like most about working here?

Remember to refer to your company research!

Remember

- Everyone gets nervous. The interviewer has been an interviewee, several times. A good interviewer will want you to do well
- Interviews are not there to catch you out, but to draw out the experience and skills you have in order to appoint the right person for the job.
- Try to think of the interview as a two-way process rather than as an exam. You are judging them as much as they are judging you. The right frame of mind will help you to keep calm and sound confident
- Interviews are your chance to demonstrate good punctuality and your verbal skills