

# Interview Tips

You have an interview, well done! Here are some useful tips

## Have questions to ask

What training would I receive? What is a typical career path for this role?

Tip: Keep the questions positive, avoid questions around holidays and pay.

## Questions about your CV or application form

Make sure you read these again carefully beforehand!

Tip: Know your CV.

## Sell your USPs (Unique Selling Points)

The skills and attributes that make you stand out from other candidates.

Tip: Skills you can bring to the role i.e. can you speak a language? your qualifications and passions.

## Preparation

Carefully research the role, employer and industry. Prepare answers to likely questions.

Tip: Check out the company website, what are their values?

## Dress very smart!

Shows your interest in the role and commitment.

Tip: Avoid jeans, trainers and t-shirts.

## Body language

Smile, make eye contact, and shake hands.

Tip: Remember, 55% of our face to face communication is body language.

## Hypothetical questions

How would you deal with an irate customer? A staff member who was caught stealing?

Tip: Prepare some potential answers.

## Competency questions

Describe a situation where you worked in a team. Give an example of your leadership skills.

Tip: Prepare some potential answers.

**Use the STAR planner to help you plan potential answers.**

# STAR Planner

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## Prepare



- LISTEN to the question
- THINK of an event
- Plan, ORGANISE in 5 to 8 seconds

## Situation



- Provide context and **BACKGROUND**
- “Our customers complained...”

## Task



- Describe the problem and **CHALLENGES**
- “We faced supply chain shortage...”

## Action



- Explain **WHAT YOU DID** and how
- “We solved...”
- “I calculated...”

## Results



- State **BENEFITS**, savings, rewards, recognitions, etc.
- “The impact of...”

Use the following questions and table to build your own **STAR** answer:

- Can you please describe a time when you had to work as part of a team?
- Can you describe what you consider to be good communication?
- Can you give an example of a time you learnt something new?
- Can you give an example of when you had to meet a deadline?



Question	What was the Situation?	What was the Task?	What Action did you take?	What was the Result?