

Interview Guide

**Making the
most of your
interview**



Well done on being selected for interview! You're now on your way to getting that job.

The purpose of an interview is for the employer to find out more about you and whether you are suitable for the job. This is your chance to sell yourself and to shine. The best thing you can do before an interview is prepare.

Before the interview

- **Know where you're going** – find out where you're going in advance, plan how you're going to get there so you arrive in plenty of time
- **Dress to impress** – plan what you're going to wear, make sure what you're wearing is clean, ironed and makes you look professional – first impressions count!
- **Do your research** – find out about the company that you're applying to, show that you're interested in working for them and can link your skills to the job

During the interview

- **Make a good first impression** – shake hands with your interviewer, make eye contact and smile!
- **Sit up straight and keep eye contact**, show the interviewer that you're keen to work for them
- **Answer the questions you're asked as well as you can.** Talk about what you can bring to the business and why, sell your skills and experience and relate as much as possible to the job description, make sure you give detailed answers but try not to repeat yourself
- **Don't worry about talking too much**, it is better to say too much, than not enough!
- **Ask questions at the end of the interview** – show that you want to find out about the company as much as they want to find out about you

After the interview

- **If you get the job** – great! Well done.
- **If you didn't** – think about what you could have done differently. Could you have answered the questions in more detail?
- **Ask for feedback** – contact the company and ask for feedback. It can really help you know where you can improve next time

The interview questions

It's normal to feel nervous when you have an interview because you want to do your best. If you prepare and practise you will feel more confident and won't feel as nervous.

In an interview an employer wants to know more about you and what experience you have to do the job. They might have a copy of your CV and application form, however they will ask you a series of questions to give you the chance to tell them why you're the best person for the job. The answers you give to the questions they ask will be compared with answers from other candidates so make sure you stand out, however make sure it's for all the right reasons!

Most interviews will feature similar questions so you can prepare for the type of questions that you think you might get asked. Some will be about your skills/experience, some will be general questions about you. Think of good examples of experience that is all relevant to the job or shows you in a positive light. Always turn any weaknesses into a positive.

Top 10 interview questions

What can you tell me about yourself?

How would your friends describe you?

Why do you want this job?

Why should we hire you?

What makes a good team player?

Where do you see yourself in three/five years' time?

What are your strengths?

Is there anything you'd like to ask me?

What are your weaknesses?

Tell me about something you've done that you're proud of?



FirstName LastName

99 Example Street, ExampleTown, County, EX4 3PL
email@email.com | www.webaddress.com
02920 222222 | 07725 555555

This is where the personal profile would go.

Education

Provider

Type, Subject, Grade

This is where the details would go.

From date – To date

Provider

Type, Subject, Grade

This is where the details would go.

From date – To date

Provider

Type, Subject, Grade

This is where the details would go.

From date – To date

Provider

Type, Subject, Grade

This is where the details would go.

Skills

An example of where your skills should go.

Employment and Work Experience

Employment

Employer, Location

Job title

This is where the details would go.

From date – To date

Work Experience

Employer, Location

Job title

This is where the details would go.

From date – To date

Voluntary work

Employer, Location

Job title

This is where the details would go.

From date – To date

Self Employment

Employer, Location
Job title

From date – To date

This is where the details would go.

Other heading here

From date - To date:

This is where the details would go.

Training

Provider
Course Title, Course Type, Level

From date – To date

This is where the details would go.

Provider
Course Title, Course Type, Level

Date awarded

This is where the details would go.

Additional Information

E.g. I have a Full UK Driving licence.

An example of your additional information should go.

References

Please do not contact my current employer at this time.

References available on request.

Professional

Name
Position - Company
email@company.com
02920 555666
Organisation address, City, Postcode

Character

Name
Position - Company
email@company.com
02920 555666
Organisation address, City, Postcode

Know the role you're applying for

Every job you apply for is different and you will need different skills and experience to do it. Make sure you know what kind of tasks you will be doing in the role and think about how your skills, experience and personality make you the best person for the job.

<p>Business Administration</p> 	<p>Key info/tasks</p> <p>Administrators</p> <ul style="list-style-type: none"> • making and receiving phone calls • helping with the organisation of meetings and events • handling mail • data input • record keeping • filing • invoicing <p>Receptionist</p> <ul style="list-style-type: none"> • welcoming visitors • handling mail • making and receiving telephone calls • using electronic message systems and office equipment <p>What will interviewers be looking for? Someone who has good organisation skills, good attention to detail, good communication skills, someone who speaks clearly and presents themselves well.</p>
<p>ICT</p> 	<p>Key info/tasks</p> <ul style="list-style-type: none"> • providing support and assistance to colleagues to make effective use of available IT systems and software • using advanced features of IT Application Software create and amend e.g. documents, diagrams, spreadsheets etc. • maintaining simple websites • using the internet to find and exchange info • using social media <p>What will interviewers be looking for? Someone who has good organisation skills, good attention to detail, good research skills, someone who is confident using new technology and can work well in a team.</p>
<p>Customer service</p> 	<p>Key info/tasks</p> <ul style="list-style-type: none"> • delivering effective customer service delivery • data protection • can include some cash handling • first point of contact with customer <p>What will interviewers be looking for? Someone who has good communication skills, good organisation skills, good attention to detail, someone who speaks clearly and presents themselves well.</p>
<p>Retail</p> 	<p>Key info/tasks</p> <ul style="list-style-type: none"> • sales assistants • customer service assistants • stockroom assistants • cash handling • unsociable hours may be included <p>What will interviewers be looking for? Someone who has good communication skills, is friendly and confident, good organisation skills, someone who is flexible, someone who speaks clearly and presents themselves well.</p>

Please note all job roles vary depending on the business.

<p>Hospitality</p> 	<p>Key info/tasks</p> <ul style="list-style-type: none"> • serving customers • preparing/cooking food • serving drinks • reception • cleaning • waiter/waitress • housekeeping – making beds and cleaning rooms <p>What will interviewers be looking for? Someone who has good communication skills, is friendly and confident, good organisation skills, someone who is flexible, someone who can work well in a team, someone who speaks clearly and presents themselves well.</p>
<p>Health and social care</p> 	<p>Key info/tasks</p> <ul style="list-style-type: none"> • personal care • prepare food trays and eating areas for residents • making beds/changing linen • ensure residents receive the care that's right for them <p>What will interviewers be looking for? Someone who is caring, has good communication skills, is friendly, patient, good organisation skills, someone who is flexible.</p>
<p>Teaching Assistant</p> 	<p>Key info/tasks</p> <ul style="list-style-type: none"> • Primary school based • providing support to pupils • attend pupil's personal needs • first aid • provide support to teacher • provide support for the curriculum • support the school <p>What will interviewers be looking for? Someone who is caring, has good communication skills, is friendly, patient, has good organisation skills.</p>
<p>Early years</p> 	<p>Key info/tasks</p> <ul style="list-style-type: none"> • dealing with children aged 0-6 years. • changing soiled nappies • child minding duties • feeding child, assisting/encouraging with activities • delivering high quality early year care <p>What will interviewers be looking for? Someone who is caring, has good communication skills, is friendly, patient, has good organisation skills.</p>
<p>Cleaning and Support</p> 	<p>Key info/tasks</p> <ul style="list-style-type: none"> • hygiene operative • building interiors cleaner • facilities operative • window cleaning • food premises cleaning <p>What will interviewers be looking for? Someone who has good attention to detail, is flexible, someone who can work well in a team, patient, has good organisation skills</p>

Please note all job roles vary depending on the business.

If you require any further help or have any enquiries,
please call us on 0191 433 8727 / 07825 552087
or you can email apprenticeships@gateshead.gov.uk