

## INTERVIEWER 1



Why do you believe you are the ideal candidate for this retail position?

Have you ever worked as part of a team? Can you give any examples of good teamwork?

What is your understanding of customer service?

What strengths do you need to be good at customer service?

## INTERVIEWEE 1



Answer the questions you have been asked politely but only make eye contact when the interviewer is asking the questions.

Don't make eye contact when you are answering the question.

Smile when it is appropriate but start to answer questions before the interviewer has finished asking the question.

## **INTERVIEWER 2**



Why do you believe you are the ideal candidate to work in this restaurant?

Tell me about some of your strengths?

Can you give an example of when you have had to multitask?

Was it successful?

How would you deal with a customer complaint?

## **INTERVIEWEE 2**



Be over familiar – call the interviewer ‘mate’, ‘bro’, ‘dude’ etc

Give appropriate answers to the questions but in a chatty, ambling way – talk too much.

### **INTERVIEWER 3**



Why have you applied for this match day post at Highton Town FC?

What do you think the job might entail?

What skills do you think are important when working in large crowds?

Tell me what you know about this football club.

### **INTERVIEWEE 3**



Use 'closed' body language – cross arms and legs and don't smile or make much eye contact

## **INTERVIEWER 4**



Thank you for applying to work in our call centre.

What made you decide to apply for this job?

Give me an example of your good customer service skills.

Give me an example of a tough challenge you have faced and how you solved it.

## **INTERVIEWEE 4**



Smiling and interactive but talk too much and be overly 'chatty' and friendly.

Fiddle with hair/an object whilst answering questions

## INTERVIEWER 5



Working as a kitchen porter, you are very much part of a team. Give me an example of when you have been part of a successful team.

What was your role in that team?

What do you consider to be a large workload? How do you manage that workload and what strategies do you use?

## INTERVIEWEE 5



Be super enthusiastic – a lot of head nodding whilst interviewer is talking

A bit over confident and knowing a lot about the job – use words like ‘passionate about....’ ‘can’t wait to start....’

Have good communication skills