**Interview Preparation Resource**

**Prepare using the job description**

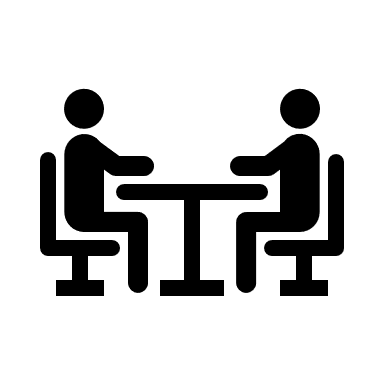
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| **In this column list the key skills, experience, qualifications, and qualities from the job description** | **Write in this column examples of where, when, or how you gained these skills, experience, qualifications, and qualities** |
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**Prepare using the job description** *example*

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| **In this column list the key skills, experience, qualifications, and qualities from the job description** | **Write in this column examples of where, when, or how you gained these skills, experience, qualifications, and qualities** |
| Warehouse experience | * Currently employed since May (6 months) at Aus Auto parts - casual role but work 3-4 days most weeks. * Responsible for all aspects of warehousing including pick and pack from static shelves, stock management, purchasing from overseas and liaising with freight companies. * Have a forklift licence * Items arrived assembled so don’t have experience with this. But will stress that I’m a fast learner if asked about assembly |
| Leadership qualities | * Captain of the Eagles footy team at high school and the u19s * Team leader at McDonalds for 2 years – promoted at 17 years of age * Leadership and Management course through McDonalds in 2018 |
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**Research the company –** *write your answers in the space provided*

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| What is the name and address of the business |  |
| What does the business do? |  |
| How long has the business been operating? |  |
| Who are their clients/customers? |  |
| Do they have other locations? |  |
| What type of workplace is it, relaxed or formal? |  |
| What are the businesses values? (what do they pride themselves on) |  |
| Are they involved with the community? |  |
| Has the business been in the media recently? |  |
| What do you like about the organisation and why? |  |
| How do you see yourself fitting in? |  |

**Make notes about how you will answer the most commonly asked questions**

**Tell me about yourself –** *From the job ad identify the key skills, experience, qualifications and achievements that the employer is looking for**and include these words in your response.**Your script should contain some personal mixed with relevant work-related information.*

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**Why do you want to work here? / What do you know about our organisation? –** *Use your research on the organisation to answer this question.*

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**What will you bring to this role? / What are your strengths?** *Choose your strongest skills, abilities, and attributes to build your response. Don’t forget to mention skills that are in the job description.*

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**What are weaknesses or areas you need to improve on?** *Avoid mentioning a weakness that is part of the job description. Refer to things being a challenge rather than a weakness or problem and mention ways you are working on improving it*

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**Other questions to prepare for:**

**Why did you leave your previous job?**

**What do you know about this job?**

**Where do you see yourself in five years’ time?**

**You have been out of work for a while, what have you been doing?**

**What would a previous manager or colleague say about you?**

*Regardless of the question always use the opportunity to mention your skills, experience or attributes/qualities mentioned in the position description as matching the requirements of the role in your responses.*

**Use this space to identify what other questions you could be asked based on the requirements of the job**

**Behavioural questions**

**Behavioural questions are being used more often in interviews. These questions help an employer to see if you would be a good fit for their organisation based on your previous roles. You will be required to use examples from previous work situations to answer these types of questions. When preparing your answers think about the following:**

**Use the STARL method to help you answer behavioural questions**

**S - Situation – Where were you?** *(Previous workplace and position)*

**T - Task – What where you doing or trying to achieve or what was the problem you were trying to solve?**

**A - Action – What did you do?** *(If it was a team situation make sure you mention what your specific part was)*

**R - Result – What was the result/outcome of what you did?**

**L - Learn – What did you learn from this?**

**The STAR+L method for answering behavioural questions**

**S - Situation – Where were you?** *(Previous workplace and position)*

**T - Task – What where you doing or trying to achieve or what was the problem you were trying to solve?**

**Some examples of behavioural questions:**

**Describe a situation where you had to manage a difficult customer. What did you do?**

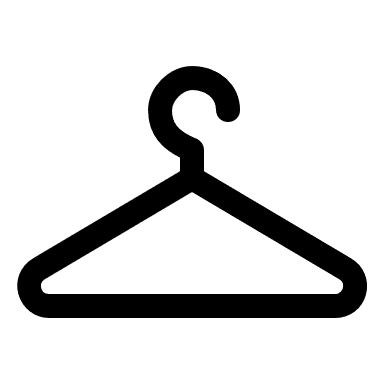
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**Tell us about a time when you used your communication skills to solve a problem in the workplace?**

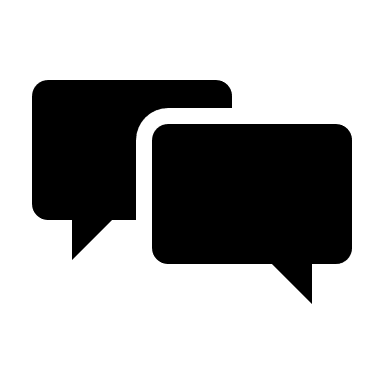
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**Tell us about a time when you improved or initiated something in the workplace?**

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** Plan what you are going to wear and how you will present yourself**

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| **Checklist** | **Checkmark Tick once complete** |
| Identified professional outfit |  |
| Tried on clothes |  |
| Ironed clothes |  |
| Cleaned shoes |  |
| Hair neat and tidy/off face |  |
| Facial hair trimmed |  |
| Nails cleaned and tidied - removed polish if chipped |  |
| Removed/covered excess jewellery and tattoos |  |
|  |  |

** Interview practice – Give this page to a friend or family member to fill in while you practice**

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|  | **Provide feedback in the space below** |
| **Have they answered the question? Were the responses relevant?**  Tell me about yourself.  What do you know about our organisation?  What are your strengths?  Why did you leave your previous job?  What would previous managers or colleagues say about you?  Describe a situation where you had to manage a difficult customer. What did you do?  Tell us about a time when you improved or initiated something in the workplace? |  |
| **Have they used key words and skills from the job advertisement?** |  |
| **How was their voice?** - not too fast or slow, too soft or loud. Did they avoid ums |  |
| **Were their answers interesting?** – do they sound enthusiastic, friendly, motivated. |  |
| **Were their responses of an appropriate length?** – answers are a reasonable length; did they use examples |  |
| **Did they maintain eye contact throughout?** |  |
| **Was their facial expression open, relaxed friendly and engaged?** They smiled not frowned |  |
| **Did they keep their gestures to a minimum?** |  |
| **Was their body language open, confident and friendly?** – good posture, looked relaxed not stiff, didn’t fold arms |  |
| **Other comments** | |