



Starfish

Interview Questions

Securing an interview for a job means that you have met the first part of the criteria that the employer has set out for the position. They now need to meet you face to face to assess your suitability for the position.

Everyone gets a little nervous, and we've put together a list of some of the most common interview questions so that you can prepare your answers in advance.

1) Why do you feel that you are the best candidate for this position?

"Because I'm a hard worker and consider myself to be a responsible and capable individual."

2) Do you have any prior experience of carrying out this type of work?

If you have experience then great, tell them about it. But if you haven't then a good answer would be:

"I don't have any experience at the moment, but I am interested in this area and I'm keen to learn as much as I can."

3) What do you think are your particular strengths?

Some of the strengths that employers look for are:

Quick learner, self motivated, likes to be part of a team, hard working, good communicator, reliable, trustworthy.

4) What would you say are your weak points?

Be honest if you feel that there is an area that you need to improve in then let the employer know, try and add in how you deal with this weakness if you can. Eg:

"My spelling is not very good, but I do spell check everything and I use thesaurus.com on the internet."

5) Would you be available to work over a weekend if necessary?

"I am fairly flexible in this respect, but I think it would be fair for you to give me advance notification if this was necessary, as I may already have commitments in place."

6) How would you handle a difficult customer?

"I would remain polite and listen to what they had to say, if I felt that I could resolve their problem then I would try my best to, if not then I would ask my manager to help me resolve the matter for the customer."

7) How would you handle working alongside someone that you didn't particularly like or get along with?

"I'm quite a friendly person and I tend to get along with other people quite easily, so I don't think that this would be a problem for me."

8) Do you have your own transport?

The answer will be 'yes' if you do, if not you can explain that you plan to use public transport until such time that you have passed your driving test.

9) Why do you think that I should offer you the job?

At this point remember to smile!

"I'd like to be given the opportunity to start my career with your organisation, I'm a hard working person and I've got a positive attitude, I would like to be given a chance to show you what I can do."

10) Why do you want to be "whatever the job is"

"Because I've always been interested in....."

"I do this in my spare time and enjoy this"

"I know someone who does this job, they have told me about it and it interests me."

11) Tell me a little bit about yourself

Prepare for this question it will almost certainly be asked in the interview!

Practice answering this covering your interests and hobbies, any ambitions and any achievements or things you have done, this includes sports or part time work.

12) What qualities do you think you need to be to do this job?

The qualities will depend on the job that you are applying for. Examples could be:

A pleasant telephone manner – if you are working in a call centre

Good at dealing with people – if you are working in a shop

An interest in animals – if you are working in a vet

13) Tell me what you think the good things about this job would be?

Be realistic in stating your expectations, you could say that you feel that the standard of training you will receive will be high. If they offer day release to a local college you could highlight that as a plus point of the job as it allows you to gain further qualifications that are relevant to the position.

14) Tell me what you think the bad things about this job would be?

If there are any aspects that concern you this would be a good time to raise them, the employer can then go over any concerns that you have.

15) Sometimes they will describe a situation and ask what you would do.

a) You are nearly ready to go home and the boss says we are running really late on this project would you mind staying and helping us?

The employer is probably looking to see if you would be a team player? Working with other team members in order to meet a deadline and get a job done is sometimes necessary and will also show that you are flexible.

b) A customer is complaining loudly, what would you do?

Think about how you would handle the situation? The employer will be looking to see how you handle conflict. Your answer should show that you would remain calm and professional, if you were unable to deal with the situation yourself you would notify someone who could.

c) You are working towards a deadline and you realise that you are not going to be able to do it in the time allowed, what would you do?

Being able to working within time constraints is important, but it is just as important to communicate to your employer when you are not able to hit deadlines and the earlier you do this the better.

d) You've just made a big mistake and you realise that, what would you do?

Honesty is always the best policy, so the best course of action here would be to own up straight away and apologise. Everybody makes mistakes at some point, it is how you choose to learn from them that counts.

e) You've just seen a way that the company can save some money, what would you do?

If there is a suggestion box then fill in the form explaining how your idea will save the company money. If there isn't a suggestion scheme then speak directly to your manager.