

In this unit:

- how to be an effective interviewer
- how to be a successful candidate



### 5.1 Talking points

- 1 Consider these questions.
  - How can you prepare for a job interview?
  - What should you do when you have an interview?
  - What should you do when you interview someone?
- 2 While you watch other people talking about the questions above, compare their experience with yours.



### 5.2 The interview

- 3 Monica is applying for the position of Finance Assistant. As you watch parts of her job interview, make notes on the form below.

Name: *Monica Bagley* Current position: *\_\_\_\_\_*

Reason(s) for applying: *\_\_\_\_\_*

Employment history: *Worked for the accountancy firm Reynolds and Waters.*

Duties included: *\_\_\_\_\_*

Reason for leaving previous job: *\_\_\_\_\_*

Relevant skills for this position: *\_\_\_\_\_*

Candidate's expectations of the position (e.g. challenges of the post): *\_\_\_\_\_*

Reason why the candidate thinks he / she would be suitable: *\_\_\_\_\_*

Possible training this candidate may require: *\_\_\_\_\_*

Action needed: *Email Monica details of \_\_\_\_\_*

### 5.3 The expert view

- 4 You are going to watch Andrew talk about what makes a successful job interview from the point of view of both the interviewer and the candidate. As you watch, make notes under each of the headings below.

| Tips for the interviewer            | Tips for the candidate                |
|-------------------------------------|---------------------------------------|
| The interview room                  | Do research before the interview      |
| The job description                 | Demonstrate research                  |
| Prepare your questions              | Prepare positive answers              |
| Types of questions                  | Think about your skills and qualities |
| Make the candidate feel comfortable | Prepare questions                     |
| The candidate's questions           | Be a positive version of yourself     |

For a summary of how to be a successful interviewer or job candidate, read the article on pages 54–55.

### 5.4 Analysis

- 5 As you watch the job interview again, analyse the performance of both the interviewers and the candidate. Rate each item in the table below using the following scale:

1 = successful    2 = satisfactory    3 = unsuccessful

| The interviewers: Paul and Maja       | The candidate: Monica                    |
|---------------------------------------|--|
| Appropriate layout and seating        | Appearance                               |
| Explains how the interview will work  | Demonstrates research                    |
| Gives details of post                 | Gives positive answers with examples     |
| Uses range of open questions          | Has prepared answers to common questions |
| Makes candidate feel comfortable      | Asks her own relevant questions          |
| Leaves time for candidate's questions | Gives a good impression                  |

### 5.5 The expert feedback

- 6 Watch Andrew's analysis of the interviewers and the candidate. How do his comments compare to your views?



## Language focus

### 5.6 Explaining the interview procedure

1 In the video, the interviewer explains the interview process and describes the position in more detail. Complete the sentences below from the video by writing the verb + noun pairs in the gaps. Change the form of the verb where necessary.

structure + interview look at + job description  
 apply + post apply + job use + initiative ask + questions

- 1 Thanks for coming and for \_\_\_\_\_ for the \_\_\_\_\_ of Finance Assistant.
- 2 What we'd like to do is \_\_\_\_\_ you a few \_\_\_\_\_.
- 3 We'll be \_\_\_\_\_ the \_\_\_\_\_ in the same way as with an external applicant.
- 4 Did you get a chance to \_\_\_\_\_ the \_\_\_\_\_ I sent you?
- 5 What we're looking for is someone who can help Majia and her team ... but also someone who can \_\_\_\_\_ their \_\_\_\_\_ and help the whole Finance Department as and when things come up.
- 6 Can I start by asking why you \_\_\_\_\_ for the \_\_\_\_\_?

2 Now watch an extract from the video of the interview and check your answers.

### Asking open questions

3 As Andrew explained, an 'open question' encourages candidates to say more about themselves than 'closed questions' which only need a yes / no answer. Are the questions below open or closed questions?

- 1 Why did you leave your last job? open / closed
- 2 Do you have any strengths? open / closed
- 3 Did you have any responsibilities in your previous post? open / closed
- 4 What do you see yourself doing five years from now? open / closed
- 5 How would you describe yourself? open / closed
- 6 What do you think you could bring to this post? open / closed
- 7 Would you be good at this job? open / closed
- 8 Do you have experience in using spreadsheets? open / closed

4 Rewrite the closed questions in 3 as open questions.

### Describing the job

5 Match the words and the definitions.

- |        |             |          |                 |                       |        |
|--------|-------------|----------|-----------------|-----------------------|--------|
| salary | CV / résumé | graduate | position / post | applicant / candidate | skills |
|--------|-------------|----------|-----------------|-----------------------|--------|
- 1 a job \_\_\_\_\_
  - 2 a person who applies for a job \_\_\_\_\_
  - 3 a person who has a university degree \_\_\_\_\_
  - 4 the money that an employee is paid for doing their job \_\_\_\_\_
  - 5 a written record of your education and the jobs you have done \_\_\_\_\_
  - 6 abilities to do something well \_\_\_\_\_

6 Complete the different job advertisements from a recruitment website by adding the words in 5.

### Ambitious, hard-working individuals needed for sales positions!

Are you an intelligent, resourceful and outgoing <sup>1</sup> \_\_\_\_\_ of marketing, looking to start a successful career within sales? If so, apply now to join the sales team of one of Europe's largest travel companies. The <sup>2</sup> \_\_\_\_\_ offers a competitive <sup>3</sup> \_\_\_\_\_ along with a range of benefits including a company car.

### Trainee Software Developer

Fantastic opportunity for an enthusiastic and creative individual to join our innovative software development team. You will have excellent IT <sup>4</sup> \_\_\_\_\_, including experience of website design, and be passionate about gaming software. Successful <sup>5</sup> \_\_\_\_\_ to start immediately on a 6-month contract. Apply initially by sending your <sup>6</sup> \_\_\_\_\_ and a covering letter.

### Talking about your personal qualities

7 During the interview, both the interviewers and the candidate refer to personal qualities. For example:

MAJIA 'Would you say you're quite ambitious, then?'

MONICA 'I'm very enthusiastic and I get on well with people ...'

Look at the job adverts in 6. Underline the adjectives that are used to describe personal qualities.

8 Read these comments by candidates in interviews. Match the personal qualities to the comments.

- |              |              |          |          |          |            |
|--------------|--------------|----------|----------|----------|------------|
| ambitious    | enthusiastic | reliable | flexible | decisive | determined |
| hard-working | creative     |          |          |          |            |

- 1 My last manager trusted me and let me deal with clients on my own.
- 2 I like to think that I always approach any new task with a positive attitude and a smile.
- 3 I'm able to take tough decisions when you have to.
- 4 I think it's important to achieve your aims and I always try my hardest to make sure this happens.
- 5 I suppose in two or three years' time I'd hope to see myself promoted to a senior position.
- 6 I'm able to work with most people and adapt to different working environments.
- 7 I don't mind working late or working extra hours when there's a lot of work to do.
- 8 I've been told that I'm pretty good at coming up with new ideas.





## Meetings task: a job interview

Work in pairs or small groups. One person is a candidate who is applying for one of these posts. The other person or people work for the employer and interview the candidate.

### Alternative task

Write a job advertisement for your job or find an interesting job advertised in a newspaper or on the Internet. Swap your advertisement with a partner. Take turns to interview each other for the position you have been given.

### Telephone Banking Advisor

A major bank is seeking Customer Advisors to work in their call centre in Swansea, Wales. As an advisor you will be taking calls from banking customers and dealing with general customer queries. Along with providing excellent customer service you will be expected to promote the bank's products and services. Call centre experience desirable but full training provided. Apply initially by sending your CV and a covering letter.

### Area Sales Manager, Southern Europe

Leading educational publisher is looking to recruit an Area Sales Manager for Southern Europe. This is an exciting opportunity for an ambitious individual who is passionate about the university sector. Sales experience required along with the ability to speak Spanish and Italian. The post offers a competitive salary along with an annual bonus and a company car.

Spend some time preparing for this interview. The candidate chooses the post and thinks of possible answers to questions and of questions to ask. The interviewer(s) should think about what skills and qualities they are looking for in the candidate and prepare their questions.

When you are ready, start the interview.

Afterwards, swap roles and practise another interview using the post in the second advert.

## Useful phrases

### FOR THE INTERVIEWER

#### Explain the procedure

Thanks for coming / applying for this position.

I'd like to ask you a few questions about ...

We're looking for someone who can ...

We have five minutes left so do you have any questions?

We're interviewing more people so I'll be able to

tell you something by the end of the week.

#### Describing the job and the responsibilities

It's a challenging / demanding / rewarding role.

It's a varied job / position / post.

We need someone to deal with / manage /

organize / oversee ...

You would be in charge of / responsible for ...

#### Asking the candidate questions

Can you tell us about / describe your last job?

Why did you leave your last job?

What exactly were your responsibilities in your previous position?

Can you give me an example of a time when

you had to use your initiative?

How do you think your colleagues would describe you?

What would you say are your strengths and

weaknesses?

Where do you see yourself in five years' time?

What do you think you can bring to the post?

## Useful phrases

### FOR THE INTERVIEWEE

#### Talking about personal qualities and past experience

I get on well with people / like a challenge.

I've been told that that I'm quite good at ...

I like to think that I'm quite creative.

I'm a fast learner / a team player / a hard worker.

I have quite a lot of experience in ...

For example, in my last job I was responsible

for ...

#### Questions for the interviewer

Would I receive any training for this job?

What would a typical day be like for someone in this position?

What would be my main duties?

Will I be working on my own or as part of a team?

Does the post require any travel or time away?

Is there a probationary period?

When are you looking for someone to start?

## Task assessment

You can use these assessment forms to:

- assess your own performance either as the interviewer or as the candidate afterwards.
- assess your partner's performance as the interviewer or as the candidate.

Tick each point and give reasons or comments in each case.

### The interviewer ...

made the candidate feel comfortable

explained the procedure

described the job in enough detail

asked a range of 'open' questions

gave the candidate the opportunity to ask questions.

### The candidate ...

was appropriately dressed

demonstrated preparation and research

demonstrated a positive and enthusiastic attitude

answered the questions with relevant examples

described his / her personal qualities with relevant examples

asked the interviewer relevant questions.