



**S P Jain
School of Global
Management**

DUBAI • MUMBAI • SINGAPORE • SYDNEY

“HOW TO GET THE JOB”

**Student Information and Advice –
Specifically for the Australian Market**

Prepared by: Professional Readiness

Date: September 2018

Dear Students,

Looking for a professional job in your chosen career path is always going to be very daunting, especially if you have never experienced job seeking in the corporate world, particularly in another country.

Having many years of experience recruiting people for a wide range of job roles from executive corporate roles to sales and marketing positions, our team can offer you guidance and coaching that will be invaluable in your search for success.

In our professional careers, we have seen job seekers unknowingly make mistakes which cost them the chance of securing a dream job or, even worse, getting an invitation for an interview. Many of these mistakes are very simple and can be avoided. Some typical mistakes are how to present your resume or how to word your answers in an interview. It could even be your body language that lets you down or something as trivial as a wrong date or being late.

This information booklet has been created to help guide you in the world of job seeking. We hope you find the information useful and helpful in your future career paths.

Should you need any help or have further questions, please do not hesitate to contact us.

Kind regards,

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RESUMES

Definition of a Resume

A resume is a written compilation of your education, work experience, credentials and accomplishments. It serves as a self-promotional document that presents you in the best possible light to a potential employer.

A resume is a valuable sales tool in communicating your workplace suitability and effectiveness to a future employer.

Your resume is your passport to gaining a job interview, so ensure you spend time on it as it may make the difference in securing an interview or not.

Resume Writing Tips

- A recruiter will only take about 30 seconds to read your resume before short listing for interview, so it is imperative that your resume is **CLEAR** and to the point.
- Keep your resume to a maximum of 2-3 pages in length.
- Font size must be 10 or 12. Font style must be professional such as Arial, Variable, Office or Calibri. **DO NOT** use fancy italics, borders, colours or logos.
- List your working history in reverse chronological order commencing with your most recent job first (see the template on page 8).
- Ensure your resume is always updated with any changes and that all the information is relevant.
- Remove irrelevant details as your career progresses.
(For example when you become an Assistant Marketing Manager you will not need to include your part time babysitting job that you had when you were 15. This is because babysitting is not relevant to your marketing career.)
- Highlight your strengths, skills and qualifications appropriate to the needs of the organisation.
- **DO NOT** include birth dates, religion, health status, marriage status, spouse's and children's ages and details. This looks unprofessional and is not required. Under Australian law, recruiters and employers are not allowed to ask these details either.

The Basics of Constructing Your Resume

(Please refer to CV template and CV on pages 8 and 9)

Contact Details

- Your name, address, phone number and email should be left aligned (or centred) at the top of the page.

Personal Profile & Career Objective

- Here you can introduce yourself to your potential employer. Describe what type of person you are and what your work ethics are.
(For example: “I am a hardworking and diligent employee with a creative flair for marketing”.)
- A career objective will indicate to prospective employers your aspirations for the future. You may like to begin with “I am looking to achieve a position in.....”

Skills & Languages

- List any computer skills, soft skills, certifications, etc that you have here (i.e. Excel, PowerPoint).
- List any languages other than English that you are fluent in. (International students should include English).

Work Experience/Employment History

- Outline your work experience/employment history (full time / part time / voluntary / unpaid work) in reverse chronological order. Start with your most recent position and work backwards.
- Follow the structure of the resume template: list dates (you only need to include month/year), job title and employer.
- Ensure that you include all dates on all of your jobs in reverse chronological order. Start with your most recent position and working backwards.
i.e. May 2013 – Present
June 2013 – May 2014
- Bullet point your duties and responsibilities and briefly describe these for each job.
- You can change the order of listing work experience and employment history in relation to your current career positioning.
(i.e. If you are just starting out and have limited relevant industry work experience, list this section first. If you are currently working in the industry in relevant paid employment, list this employment history first.)

Education

- Outline your education in reverse chronological order. Start with your most recent qualification first.
- State the date you graduated (or expected completion date), the exact name of the qualification and the name of the institution you studied with.
- List any professional courses undertaken that are related to the job you are applying for. For example computer courses, first aid, etc. Be sure to include the date completed and institution name.

Key Achievements

- List here awards that you have achieved both academic (at school, college) and professional (at work). List in reverse chronological order. This section should include the date awarded, name of the award and institution that awarded. The layout should be similar to your education section.
- State any other extra-curricular activities that will highlight your leadership or team work abilities (i.e. captain of a sporting team, Student Representative Council, member of Occupational Health and Safety committee at work)

Interests

- This is the section where you can display your individuality and what you enjoy doing in your leisure time. Employers may search this section for common bonds with their current staff or for evidence of involvement in team sports or social arenas that may demonstrate team work and leadership qualities.

Referees

- Compile a list of 3-4 references that you have directly reported to in your past jobs or were in a senior position to you, and who will be happy to endorse you.
- Ensure that they are past employers or associates that can verbally testify to your abilities at work, as well as your personal attributes.
- Do not include referees in your CV. Simply put "Available on request" under this heading.

Please Note: It is against Australian privacy laws for a company to contact your references without your permission first.

Commonly Made Mistakes When Writing Resumes

- **DO NOT** put a photograph of yourself on your resume. It is an outdated approach and can look unprofessional.
- Presentation is a key element and so is correct spelling and grammar. Spell check your resume and have a friend or family member proofread it for you.
- **DO NOT** use fancy templates with pictures or designs – keep it simple, as per the example provided.
- Ensure that if you are sending out your resume to different types of jobs and industries that you adjust your career objective accordingly to each job.

For example: If you seeking jobs in hospitality events **AND** separately in music events, ensure that you change your career objective from “I am seeking a job in hospitality events” to “I am seeking a job in music events” for each time that you send your resume to a different company and industry.

- **DO NOT** speak about yourself in the narrative 2nd or 3rd person narrative. Only in the 1st person narrative; for example “I am.....”

For example: I am a fantastic communicator and highly organised **NOT** Joe is a fantastic communicator and is highly organised.

- **DO NOT USE** silly made up emails for your contact details such as starsparkle@hotmail.com or KittyKAT@hotmail.com. Ensure that your email is a profession email such as joeblogs@hotmail.com; if in doubt, use your college email address.
- **DO NOT USE** the pre-recorded messages such as music or funny voice messages from phone companies.
- **Not achieving consent from your referees** prior to listing them on your resume is a common mistake. Ensure that they are aware that you are job hunting and are happy to be your reference.
- Your referee **must be** someone that you reported directly to or was senior to you. If you do not have an ex- Manager that you can ask to be your referee, perhaps someone who has known you for a long time (i.e. a sporting coach, teacher).

Resume Template

YOUR NAME

Your Address:
Your LinkedIn profile link:

Your Email:
Your Mobile:

PERSONAL PROFILE

Mention your personal profile and career objective here. Also, think of it as an “Elevator Pitch”, that is, focus on the points that will “sell” you to the potential employer.

PROFESSIONAL SKILLS

- Languages known:

WORK EXPERIENCE /EMPLOYMENT HISTORY

Month Year- Month Year	Company Name Job title	Location
	• ----- • -----	

* Work Experience if experience as a volunteer, internship.
Employment History if you have already been working.

EDUCATION

Month Year- Month Year	Name of Institution Degree Major Projects – Project Title	Location
---------------------------	--	----------

For each additional degree, add information as above.

KEY ACHIEVEMENTS & AWARDS

Mention your Achievement s/Awards achieved both academic and professional (at work).

INTERESTS

Examples: Sports, Arts, Social Welfare, etc

REFERENCES

Available on request

Sample Resume

JOE BLOGS

Address: 22 Milton Drive, Hornsby 2081

LinkedIn: <https://www.linkedin.com/au/joeblogs->

Email: joeblogs@hotmail.com

Mobile: +61 444 333 222

PERSONAL PROFILE

I am a hardworking and committed individual who strives to deliver excellence at all times. I am highly proactive and love to be challenged. I am seeking a position in marketing communications with a reputable company that values their staff and offers solid, exciting career opportunities. I am keen to utilise and demonstrate my organisational, creative, communications and interpersonal skills and my ability to add value to a company willing to offer me the opportunity.

PROFESSIONAL SKILLS & LANGUAGES

- Google AdWords Certification
- Microsoft Excel and PowerPoint course with Dynamic Web Training 2010 – Advanced Level
- St. Johns First Aid Course 2010
- Languages: English and French – fluent, verbal and written

WORK EXPERIENCE/EMPLOYMENT HISTORY

Feb 2011 – Present	Elite Events Events Internship <ul style="list-style-type: none"> • Assist the Event Manager with arranging events. • Sourcing and researching of venues and suppliers. • Communication with clients and internal departments. • General administration work. 	Sydney
April 2009 – Present	Amazon Consulting Receptionist <ul style="list-style-type: none"> • Meeting and greeting clients. • Maintaining company database. • Assist in the coordination of company events. 	Sydney
November 2007 – April 2009	Hungry Jacks Customer Service Staff <ul style="list-style-type: none"> • Front counter customer service. • Cashier duties. • Assist in the kitchen when required. • General cleaning. 	Sydney

EDUCATION

2011 – Present	S P Jain School of Global Management Bachelor of Business Administration Major in Marketing Project – “Analysing the Potential of the Tourism Industry in Dubai”	Singapore, Dubai and Sydney
2005 – 2010	Sydney Church of England Grammar School Higher School Certificate	Sydney

KEY ACHIEVEMENTS

- Student Council Representative, Sydney Church of England Grammar School
- Member of Debating Team, Sydney Church of England Grammar School
- Captain of School Football Team, Sydney Church of England Grammar School
- Exchange Student – UCLA, USA

INTERESTS

- Sports and keeping fit
- Music
- Web Design

REFEREES

Available on request

COVER LETTER

Definition of a Cover Letter

A good cover letter is essentially a sales document. It provides you the opportunity to highlight your key attributes and experience directly linked to the position you are applying for. The cover letter is designed to convince the employer of what an asset you will be to the company. It complements your resume which should add credibility to the claims in your cover letter.

It is important to keep in mind when writing your cover letter that the employer/recruiter will probably receive many applications for any one job. You have a small window of opportunity of no longer than 30 seconds to convince them to take your application to the next step and read your resume.

While it is unfortunate that employers can make a decision about your career in less than 30 seconds, it reinforces the importance of spending time on your cover letter.

Cover Letter Tips

- Accommodate your cover letter to **one (1) page.**
- Use short, well-spaced and constructed paragraphs.
- Market yourself as a person they cannot do without. Be positive and upbeat.
- Avoid using a standard letter for all job applications – adapt your letter to the type of company and position you are applying for.
- Clearly link your experience to the role and the job specifications.
- Use an attractive font style and size e.g. Arial, Variable, Office, and Calibri. Size 10 to 12
- Ensure you spell check, and – more importantly – proofread your document since spell check functions are not always 100% efficient.

Commonly Made Mistakes When Writing Cover Letters

- Not spell checking and poor grammar.
- Not tailoring or adjusting your cover letter to match each job you are applying for.
- Sending your cover letter with the wrong position and company name in your cover letter.

Constructing a Cover Letter

Introduction

- Before you commence, you need to ensure that you correctly address your cover letter. Send your letter to a person not a company. Ensure that you use the correct spelling and honorific (Mr/Ms/Mrs/Dr).
- Ensure that you state the purpose of your letter in the first paragraph. Explain why you are writing and be clear and concise about why you are interested and what attracted you to the position.

Body

- This is the key to your letter and your opportunity to sell yourself. Match your abilities and experience to the requirements of the position and make a point of offering them more. These requirements are sometimes listed as “essential” and “desirable” criteria in a job advertisement.
- Ensure that you support your statements with specific examples.
- This is not an opportunity to repeat your resume. Interpret the relevant pieces of your resume that you wish to highlight and illustrate their relevance to the position you are applying for.
- Explain in this section what you have to offer the employer and how employing you will benefit the company.
- Keep the text ‘reader friendly’. Ensure it is not too long winded and gets to the point.

Conclusion

- Always conclude your letter with a thank you and that you look forward to hearing from them.
- Contacting the company about 2 to 3 days after an application letter has been sent is good practice and shows that you are proactive and interested. Show genuine interest and do not appear ‘pushy’.
- Ensure that you provide practical information that the prospective employer will need to know (i.e. your contact details and how best to contact you and your availability for an interview.)

Cover Letter Template

Optional

[Name of the Person the letter is addressed to]

[Position]

[Company]

[Company Address]

[Date]

Dear

1st Paragraph

Write a brief explanation of your experience in the particular field and interest in the role advertised. Make sure there is a great benefit. You want to draw the reader in so that they know more about you. This section should be limited to one paragraph only.

2nd Paragraph

Sell yourself. Point out why you would be the best person for the role. Use examples or use your current or most recent position as a guide. Provide a detailed summary of the role's key responsibilities and accountability.

3rd Paragraph

Provide details of your key achievements in the role as separate bullet points i.e. targets/KPI's met and/or exceeded. Do not exceed 3 points as you can go into more detail in your resume.

Closing Paragraph

Briefly explain why you will be a good addition to the company. Thank the person hiring and invite them to discuss any additional information with you at their convenience.

"I can be contacted on **(Your phone number)** and look forward to hearing from you at your earliest opportunity."

Yours sincerely,

(Your Name)

Sample of a Cover Letter

Will Brown
Recruitment Manager
Events World XYZ
10 Pitt Street, Sydney, NSW 2000

19 July 2013

Dear Mr Brown,

Re: Job Reference No: 24024 – Events Coordinator

Please accept my application for the Events Coordinator position advertised on Seek on 13 July 2013. I believe I possess the attributes necessary to make the role a success.

As you will see from my resume, I have a proven track record in coordinating the front office department within my current company. I have also volunteered and assisted in arranging events within my internship at Elite Events, I am competent dealing with both clients and customers. I also have experience in budget planning and working to deadlines.

I am proficient at leading a team as well as working as part of a team. I am also an enthusiastic self-starter who takes initiative and possesses drive. My proficiency in technical skills includes telephone and face-to-face customer contact, staff training, Microsoft Word, Outlook and Excel proficiency, along with strong communication skills.

I welcome the opportunity to meet with you to discuss how I could contribute to your team. I can be contacted on 0404 XXX XXX and I look forward to hearing from you at your earliest convenience.

Yours sincerely,

Joe Blogs

INTERVIEWS

Types of Interviews

There are a number of different types and styles of interviews. The experience of your interview will depend on the type of industry that you apply to as well as the chosen style of the interviewer and the type of position you are applying for.

You will be better prepared for your interview if you study the most common interview structures. The 10 most common types of interviews are as follows:

1. Behavioural Interviews

(This is the most common type of interview. Many of the other types of interviews are based upon this technique.)

This type of interviewing technique is based on the provision that past behaviour is the best indicator of future behaviour in a similar situation. The interviewer will be looking for examples of times when you have creatively solved problems or will ask you to demonstrate skills. This will assist in identifying your level of competency required for the position. To answer behavioural questions, you can use the **STAR** approach.

<u>S</u>	<u>Situation</u>	Describe the situation or circumstances associated with the event – give details.
<u>I</u>	<u>Task and</u>	Explain how you dealt with the situation.
<u>A</u>	<u>Action</u>	Describe the action you took or initiated, emphasizing the skills you used to complete the task.
<u>R</u>	<u>Result</u>	Describe what the outcome was. What did you accomplish? What did you learn? Be mindful that the result should be positive for both you and the organisation. Also, dependent on the job, quantitative results might be better to illustrate the outcome compared to qualitative results.

By using this technique and breaking your answer down in to three parts, your answer will come across as professional, factual and to the point. You will present as professional, competent and able to handle situations.

The interviewer could commence their questioning with “Tell me about a time when or give an example of....”

2. Panel Interviews

Organisations may conduct panel interviews to gain feedback from all panel members rather than relying on the decision of an individual interviewer. This may speed up the interview process so all involved in the decision making process can meet you at one time.

Panel interviews usually have 2 to 3 interviewers and can take the form of each panel member taking turns to ask questions. During the panel interview, it is important to try to maintain eye contact and speak directly to each interviewer.

3. Group Interviews

Group interviews are generally held by larger organisations when recruiting a number of employees at one time. The purpose is to bring together a large number of candidates and assess their abilities to work together as a group.

4. Stress Interviews

An interviewer may use this technique to induce stress on a candidate. This is done by assessing how the interviewee reacts when asked challenging or difficult questions. This can be used as a technique to assess how the candidate thinks on their feet or how they choose to respond to the questions.

5. Telephone Interviews

Telephone interviews are commonly used as part of an initial screening process. It is important to be prepared for them so that you can perform well. They are frequently not prearranged.

You could be assessed on your professionalism and manner whilst on the telephone and asked basic questions to confirm details on your resume. Prearranged interviews are usually more complex and can be used for interstate/international positions.

It is important to be as prepared and organised as you would for a face-to-face interview. Please have a copy of the job that you are applying for at hand.

You should also have your resume on hand to refer to and speak clearly and professionally. Always ensure that you are in a space that is quiet and where you won't be disturbed.

6. Competency based or 'Focussed' Interviews

Similar to behavioural interviews, these interviews require candidates to give examples of past work behaviours related to the key competencies and attributes of the position.

7. Biographical Interviews

This technique involves the interviewer talking to you about your education and work history whilst reading through your resume each position in turn. It is important that during this style of interview you manage to communicate your suitability to the key competencies of the position you are applying for.

8. Critical Incidents

The interviewer in this style of interview may ask questions focussed on what they perceive as the critical experiences of your career. Ensure that you keep your responses relevant to the position you are applying for and the key competencies required for the role.

9. General Structured Interviews

This style of interview is usually guided by the interviewer by discussing your career history or education first and then moving onto your character and personality. Again, you should be aware of the qualities and skills required for the position you are applying for and focus on these in your responses.

10. Unpatterned Interviews

This style of interview tends to be less structured and relies on the interviewee doing most of the talking. The interviewer may ask broad questions like "Tell me about yourself..." to get you talking or to test your ability to think on your feet. The interview usually flows from the first question into the next based on your responses and key areas of focus rather than pre-prepared questions.

Tips for a Successful Interview

Your preparation for the interview will directly affect your interview outcome. Remember, the more you prepare, the more relaxed you will feel during the interview, the better you will perform and the more likely you will get the job.

What do you need to prepare?

- Yourself – what to wear?
- Research – background on the company and the role? Visit their website.
- Transportation – how am I going to get there?
- What to take with you to the interview?
- Mental preparation – questions and prepared answers.

What to wear

It is a good idea to first explore the standard dress and the culture of the organisation you are applying to and tailor your dress to those standards. If you are unsure ask your interviewer and ask what they are comfortable with you wearing to the interview. Keeping in mind that it is a good tip however to always dress on the conservative side rather than the casual or flamboyant side.

Dressing in smart office attire is a good start. Make sure that this is clean, free of stain and neatly pressed.

It is not okay to wear casual dress, low cut tops, jeans, excessive jewellery, thongs, t-shirts. Hygiene, grooming and posture are also essential to get right as these factors contribute greatly in making a good impression.

Do not wear extreme “out there” fashion, unless of course you are going for a job in fashion. But then you will need to copy their brands fashion style to mirror their company image.

Some Grooming Tips

- DO NOT chew gum or smoke before your interview.
- If it is hot, make sure you carry deodorant.
- Men please ensure that you wear a tie, light coloured dress shirt and pants or suit.
- Women ensure that your hair is tidy and groomed.
- Women wear a knee length skirt. Do not wear any short skirts higher than above the knee
- Suits should be basic colours: grey, navy or black.
- Ensure that your shoes are polished.
- If the company is a conservative company or if in doubt, take any body piercing off and cover tattoos.

Important Note:

Remember that the message you send through your visual image/dress to your potential employer will make a difference to how you are perceived and may in turn affect if you get the job or not.

Research

A commonly asked interview question is “What do you know about us?” or “Why do you want to work for us?” so it is essential that you research the organisation that you are applying to in order to successfully answer these questions.

Knowing the organisation allows you to converse intelligently with the employer during the interview and displays to the interviewer that you are keen and interested in working for their organisation in particular. It can also assist you in your decision in assessing if this organisation is the right one for you!

Tips in Researching the Organisation

- Visit the organisation prior to your interview if possible to assess the location, how to get there, the clientele, the staff, the ambience and culture, pick up brochures of the company.
- Call the company and speak to the person recruiting for the position about the role and what is expected.
- If you know someone who has worked or is currently working in the organisation, they are good people to chat with about the company as well as the staff and even your interviewer. Know how to pronounce your interviewer’s name correctly.
- **RESEARCH ON THE INTERNET.**

Transportation

You should plan to arrive at the interview at least 15 minutes prior to the scheduled interview time. Keep in mind that the employer will be thinking, **late for interview = late for work**. “You never get a second chance to make a first impression!”

Research your method of transport prior to the interview day and anticipate traffic delays and allow yourself suitable time to get there.

It is advisable to take a mobile phone with you to your interview just in case you encounter unavoidable delays. Call prior to your scheduled interview time to advise if you are running late and offer your expected arrival time. Don’t be surprised if you are refused an interview if you are late.

What to take with you to the interview?

(You may not be required to take anything, but ask to be sure.)

- Your portfolio including your resume (take copies), Degrees, Diplomas
- Certificates and copies of your transcripts, written references
- A list of questions to ask the interviewer

Mental Preparation

Know how to keep yourself calm. The best way to do this is to be prepared so know the standard interview questions and practice your responses to them. Know the research that you have conducted on the company so you are able to draw on this during the interview. Find out what type of interview to expect – behavioural, panel etc.

Also know why you want the job, identify your wants and needs. Ensure you are able to express the marketable skills you have to offer the organisation.

Some Topics/Questions You Could Ask the Interviewer

- Questions about the organisation that you couldn't find out during your research
- Specific questions about the role you are applying for
- Details of the team structure and culture you will be working with
- What they are looking for in the person that they are seeking for the position
- Training and development opportunities
- Days and hours of work

When you arrive at your interview

- Be polite to everyone you meet at the interview. They all count, especially the receptionist! (Often interviewers will ask the receptionist what your attitude was towards them and their first impression of you.)
- Be personal as well as professional and articulated.
- Turn your mobile phone off.

After the interview

Always email the interviewer and thank them for their time. Please let them know in the email that you are interested in going to the next stage with them, if you are successful. Explain why you are excited about the job and what strengths you can bring to the position.

If you are not interested in the job, please call or email them and politely let them know that you don't feel that the job is right for you.

Interview Tips: Body Language

Body language is extremely important. Quite often people miss out on jobs because of the body language that they use. They may answer all the interview questions well, but because they have poor or defensive body language they don't get the job.

Body language may also be the deciding factor between you and another candidate going for the same job. For example if you are at final interview and you give good answers and so does the other candidate, but you have poor body language and the other candidate does not, it is likely that the employer will choose the other candidate over you.

When it comes to the interview itself the best approach is to relax and take things slowly. Easier said than done you might think but with these tips you should be better prepared to face your nerves. Be yourself and be natural.

Relax

You may get nervous because you are not used to interviews. You may simply be a shy person or generally nervous when it comes to interviews. If you are nervous let the interviewer know at the beginning of the interview, they will then be aware that you are nervous and they will do what they can to help you feel comfortable.

Breathe

By slowing down your breathing before you go into an interview, you will slow down your heart rate and make yourself more relaxed.

Check your body language

Be aware of your posture: When you stand and sit properly with your shoulders back, you will look and feel more confident and alert. Do not slouch in your seat or sit with your legs wide open. If you are nervous, hold your hands together in your lap.

Shaking hands: When you shake hands with your interviewer make sure you give a good firm hand shake. After your interview has finished do not just walk off. Thank your interviewer and shake their hand again.

Eye Contact

Do not look around the room or look away for the interview. This will signal to the interviewer that you are not confident or not interested in the interview. Maintaining eye contact will show that you are interested in what the interviewer has to say and are a confident person.

If you find it hard to maintain eye contact because of nerves stare at the interviewer between the nose and eyes. This technique is proven, practice this at home with a friend. It will look like you are looking at them directly in the eye.

You should look confident to the interviewer.

Smile

Not only will this make you look more comfortable, but smiling also releases endorphins in the brain, which can make you feel better and look natural.

Speech

Speak slowly and clearly. Be aware of the pace of your speech. If you speak too fast you may be hard to understand. If you are shy, project your voice and you will sound more confident.

Confidence

Do not come across as being over confident or smart. You will come across as arrogant. Concentrate on your strengths and abilities but don't brag or be blasé. If you relate these skills to particular situations in which you have demonstrated them, it will seem less like boasting.

Positivity

Never speak negatively about a past employer or work person. If you have had a bad experience with a past work person or employer explain the situation factually but never put emotion or personal vindication/opinion into your explanation.

For example: I left my past company as there was little support for me in my role....for example..... then give a factual explanation such as..... I had no direct manager or person that I could ask for help.

Top Tip: Practice interviews at home with your family. You may want to ask a friend who has experience in interviewing people to help you.

Common Non-Verbal Mistakes Made During Job Interviews

COMMON NONVERBAL MISTAKES MADE DURING JOB INTERVIEWS

67%

Fail to make eye contact

47%

Have little knowledge of the company

38%

Don't smile

33%

Have bad posture

33%

Fidget too much

26%

Have a weak handshake

21%

Play with their hair or touch their face

21%

Cross their arms over their chest

9%

Use too many hand gestures



In a survey of more than 2,000 hiring managers, **33%** claimed to know whether or not they would hire someone within 90 seconds.

STATISTICS SHOW THAT FIRST IMPRESSIONS ARE DETERMINED BY:

55%  The way you dress, act, and walk through the door.

38%  The quality of your voice, grammar, and confidence

7%  The words you choose to say

THINGS THAT HAVE AN IMPACT ON FIRST IMPRESSIONS

70% of employers claim they don't want applicants to be **overly fashionable** or **trendy**

65% of hiring managers say clothes can be the **deciding factor** between two similar candidates

BRIGHTLY-COLORED CLOTHING IS BAD



Source: <https://www.pinterest.com/pin/186969822004543011/>

Commonly Asked Interview Questions

When answering questions, use your experience from your current/past employer to respond. You can also use your experience from school or college. Prepare yourself with pre thought out answers before you go to your interview.

Basic questions

Tell me about yourself.....

- What attracted you to this position?
- Tell me about why you want to work for this company. Or: What do you know about this organisation?
- Tell me about your formal education and training. What do you enjoy the most about your course?
- What do you think this position involves?
- What did you enjoy most about your current or last job?
- What are your key strengths?
- What do you believe to be your weaknesses?
- What motivates you?
- How do you handle stress?
- Where do you see yourself in 5 years' time?
- What will your legacy be when you leave your current company? What will you be remembered for?
- Why should we hire you?

Questions where you will use the STAR method

(Please refer back to “behavioural interviews” under types of interviews and see next page.)

- Can you give me an example of your creativity/managerial/organisational skills?
- Tell me about a time when you had to deal with a difficult customer/situation.
- Can you give me an example of how you can interact as a part of a team?
- Give me an example of when you have had to meet a tight deadline.
- Give me an example of when you have prioritised a busy work load.
- How do you prioritise your work load?
- Give me an example of how you have handled conflict in the work place.
- Give me an example of when you have made a mistake at work and what you did to resolve the mistake.
- Tell me about a time when you came up with an innovative solution to a challenge your company or class was facing. What was the challenge? What role did others play?
- Tell me about a time when you failed to meet a deadline. What things did you fail to do? What were the repercussions? What did you learn?
- Describe a time when you put your needs aside to help a co-worker or classmate understand a task. How did you assist them? What was the result?
- Give me a specific example of a time when a co-worker or classmate criticized your work in front of others. How did you respond? How has that event shaped the way you communicate with others?
- Give me a specific example of a time when you sold your supervisor or professor on an idea or concept. How did you proceed? What was the result?

Top Tip: If you draw blank on a question, ask if you can come back to it. It is likely that you will remember an example after.

The STAR method style questions test the following skills and qualities:

Organisational skills, assertiveness, creativeness, practicability, working under pressure, dealing with conflict, positivity, personality, thinking on your feet.

Remember:

Situation	Describe a SPECIFIC situation or circumstance associated with the event.
Task/Action	Explain how you dealt with the situation and what actions you took.
Result	Describe what the outcome was, being mindful that the result should be positive for both you and the organisation.

By using this technique and breaking your answer down into three parts (situation/action/result), your answer will come across as professional, factual and to the point. You will present as competent and able to handle situations.

Commonly Made Interview Mistakes

- Lack of research on the job and company that you are applying to
- Negative comments towards old employers
- The use of slang or swearing
- Not being prepared with answers for questions that they may ask you
- Poor communication – not speaking confidently
- Presenting yourself as being aggressive/cocky/arrogant attitude
- Not speaking confidently – mumbling
- Poor or unsuitable dress attire
- Poor body language i.e. slouching
- Being late

Please note one of the BIGGEST mistakes that is made in interviews is people not being pre-prepared with answers. Read the job description and prepare answers that relate to the job description.

For example, if one of your main duties will be project work. Think about a project that you have worked on before, what you did and identify the successes/issues that you had with that project.

NEVER give general answers to a question if the interviewer asks you for an example. Refer to the STAR method.

For example if the interviewer asks you....

"Tell me about a time when you had to deal with a difficult customer/situation?"

DO NOT SAY *"Sometimes we have customers that come into the store and they are angry about faulty videos."*

This is a **general** answer. The interviewer wants a **SPECIFIC** example. The correct answer is to explain a **SPECIFIC SINGULAR** situation: *"I had a customer that came into the store and was angry about a faulty video and I dealt with them by..."*

NOTES