

The Interview Blueprint

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1. **Can you tell me what you know about this position?**

This is where you need to have done your research on the job advertised.



2. **What sort of skills do you have that would be suitable for this job?**

You should know this because you targeted the letter, be prepared to say the skills they are looking for and how you have demonstrated them in the past. "In my previous role I bought, 5 new long term customers to the business through positive word of mouth and great service."

3. **What personal qualities do you bring to this job?**

This can be things like organisation, being a team player, keeping the workshop tidy, keeping accurate records (whatever relates to the advertised job and more). Use examples from past jobs if possible to show your skills.

4. **Have you ever worked in a position like this before?**

Explain your related job history, if it is your first job explain why you are worth investing in, you are looking for a stable job with a great team where you can grow your skills as a mechanic



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5. What attracted you to this job?

You need to have read the ad, done your research and be able to say why you want to work there. The employer wants to know that you care enough to have wanted to learn about them.

6. How would handle a difficult or obnoxious customer?

This is your chance to show off your amazing communication skills – you can use examples in the past like “ I ensure I listen to their issues and that I understand what the problem is, I will then offer to sort out there concerns, if I am not able too I will go to my supervisor and ensure that the problem is solved. I will call them the next day and see is they are happy with the results.



7. In terms of your career, what are your long term goals?

Do you want to advance to management roles? Do you want one day to own a workshop? Employers are usually thinking 5 years +. Do not be untruthful here if you are not planning on sticking around.

8. How well do you handle stress and pressure on the job?

Here it is good to be able to explain with a real example. For example, you might use a list with priorities, communicate with your team and get help when needed, keep the workshop manager aware of what is going on. You may exercise regularly to manage stress.



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9. **How well do you manage your time?**

Mention any things you do that helps you, ie arriving 10 minutes early for work, leaving yourself enough time to do the job well, using a list, reminder on your phone, not over committing your time etc.

10. **Can you tell me how you would handle conflict in the workplace?**

This is a great chance to demonstrate your skills in communication (preferably with a real example). ie "I have never experienced conflict in the workplace but if I thought there was a problem I would do my best to speak with my team mate to sort things out calmly and quickly." OR "I am a really good listener so I would make sure I ask what the problem is and how can I help to sort it out."

11. **Are you willing to complete further study/training relevant to this position?**

You need to be prepared for this question as some employers want to know if you are open to doing some further qualifications. If you have some further study you would like to do it will not hurt to mention that here.

Ensure you practice, ask a friend or family member to ask you questions so you can practice.

Best of luck with the Interview. If you would like help to practice then we can arrange for a pre-interview practice session via Skype or over the phone. **Click here to book a session**



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