

PREPARING FOR AN INTERVIEW

Your letter of application is your ambassador, but in an interview you must represent yourself. It is, therefore, sensible to make a good impression by your neat and tidy appearance. Your interviewer is bound to see if your dress is neat and your person clean.

You should arrive for the interview a few minutes before time. This is not only good manners but also a useful way of composing yourself beforehand.

When the interviewer invites you to take a seat be careful how you sit: relax but do not lounge.

It is better to anticipate the questions you will be asked. If you know what the job is about and what the organisation is doing, you will be able to answer clearly and to the point. So keep the facts ready and speak up; an inaudible reply tends to make an interviewer impatient. Do not, on the other hand, talk too much. Many candidates fail at interviews through talking too much.

Look at your interviewer when you answer; be natural and straightforward. Poise may get you the job; nervousness will not. Be confident, and remember that life will not come to an end if you are not appointed.

Telling why and how

1. Why should you appear neat and tidy at an interview?
2. Why should you arrive for the interview a few minutes before time?
3. How should you sit during the interview?
4. Why should you anticipate the questions which may be asked at the interview?
5. How should you adjust your voice when speaking at the interview?
6. What are the reasons for many candidates failing at interviews?

ROLE PLAY

1. Imagine you are interviewing a candidate for a job. The job is that of an Assistant to the Managing Director of an export firm. Make a list of questions you would like to ask the candidate.

Example: Are you married?

Ask questions about: education, experience, interests, hobbies, languages known, knowledge of English (spoken and written); ability to prepare reports, deal with correspondence, arrange meetings, send messages, handle computers; salary expected, references, etc.

Unit 7. Interview

Taking part in interviews

Mr Sharma is interviewing Raju. He has applied for the post of Personal Assistant to the Sales Manager in Bombay.

- Mr. S : Mr Raju? Good Morning. Please come in.
RAJU : Good morning, Sir.
Mr. S : Please sit down. Hope you found our office quite easily?
RAJU : No trouble at all, thanks.
Mr. S : Good. (Mr. S. examines his application form). I have your application form here. You seem to be quite well qualified. You have certificates for shorthand and typing and your speeds seem fine. And you know French and Spanish.
RAJU : Sir, I took the exam in shorthand and typing two years ago and in fact my speeds have improved quite a lot since then. I think in an International Company like yours I can use French and Spanish.
Mr. S : Is this your first interview?
RAJU : No, it is my second. And I have two more this week.
Mr. S : Are they all for this sort of job?
RAJU : Yes, they are. It's what I want to do for a living. It's this sort of job I'm interested in.
Mr. S : What subject did you like most at college?
RAJU : Personnel Management. It's my favourite.
Mr. S : Can you explain why?
RAJU : I think I like working with people.
Mr. S : And what about your hobbies?
RAJU : I enjoy sports. I play football and cricket.
Mr. S : How did you learn the foreign languages?
RAJU : I attended evening classes.
Mr. S : That is fine. Well, Mr. Raju, thank you very much. That is all I want to ask you for now. Is there anything that you want to ask me?
RAJU : Thank you, Sir. I think there will be a training programme. How long will that be?
Mr. S : It's a one-year programme. You work with a number of different managers during this time in a number of different offices. As the end, it will be decided where you can work best.
RAJU : I see. That will be good for me. Sir, what will be the starting salary?
Mr. S : That will depend on your ability to do what the Company wants you to do. During the training period, it will be Rs. 2000/- per month, fixed.
RAJU : I understand.
Mr. S : Good. Is there anything else you want to ask me?
RAJU : No, Sir. Thank you.
Mr. S : That's fine. I hope to be able to let you know about the job in about two weeks.
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Wait for the interviewee to tell you that the interview has ended before you get up from your chair. Thank all the people in the room before walking out (taking leave).

Interview Techniques : —

The following tips will help you to conduct interviews

Prepare to conduct an interview by getting information on the candidate's educational, personal background, his/her area of work, experience etc.

Be clear about the purpose for which the interview is conducted

Always begin by greeting the interviewee politely and end the interview by thanking the person

Your tone and body language should be appropriate — polite, friendly and interested and not critical, aggressive

Use a variety of questions — yes-no as well as

Q-waerd - to conduct an interview.

Make statement about some known aspect of the candidate's life or work on which an expert has been invited to share his/her views and knowledge.

It is always important to be cautious, vary your approach slightly while conducting interviews of different kinds.

INTERVIEWS

Interview is the form of oral communication usually conducted face to face.

Interviews are not only a test of your subject knowledge but also a means for the people to find out but also find out whether you have the qualities and attitudes they are looking for.

Interviews consist of beginning, a middle and an end.

- First part relates greetings, introduction and opening remarks of general nature.
- The middle part involves the exchange of questions and answers to assess the candidate.
- The concluding part involves remarks that signal to end of the interview, clarifications the interviewee may want to ask for, expression of thanks and leave-taking.

Preparing for an Interview : —

Brush up on the subject or area related to the interview and update yourself on recent developments.

Prepare answers to some questions you think the interviewees will ask.

Arrange the papers and certificates neatly in folders.

Wear something i.e. comfortable

Be comfortably early as this will give you time to

relax and to familiarise yourself with your surroundings

Think positive, pleasant thoughts.

FACING AN INTERVIEW : TECHNIQUES

- 1) Wait for your name to be announced, and knock or seek permission before you enter.
- 2) Greet people in the room formally in pleasant manner.
- 3) Don't sit down until you are asked to.
- 4) Make people's eye contact with person speaking to you.
- 5) Maintain a proper and relaxed body posture.
- 6) Maintain a steady tone of voice, which should not be either too loud or too soft.
- 7) Don't interrupt the interviewee and allow him/her to finish speaking before you answer a question.
- 8) Listen carefully to interviewee's questions and comments and speak clearly.
- 9) Don't ask questions to impress.
- 10) Avoiding repeating yourself, long silences, fillers such as 'hmm', 'ee', 'you know'.
- 11) Avoiding answering questions with just 'yes' or 'no'. The interviewee will find it more satisfying if you add to or explain your reply briefly.
- 12) Don't feel embarrassed to say that you don't know the answer to the question.
- 13) If you don't hear or understand question, you could politely ask for it.
- 14) Express your opinions politely, not aggressively.
- 15) Don't get into arguments or speak negatively or criticise former teachers, colleagues or employees.
- 16) Don't boast or display your knowledge, skills and experience but if asked, state your achievements simply and honestly.