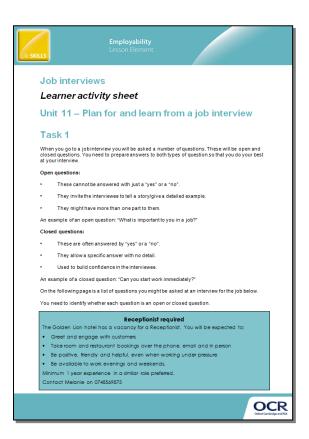


Job interviews

Unit 11 – Plan for and learn from a job interview

Instructions and answers for teachers

These instructions should accompany the OCR Lesson Element 'Job interviews' which supports OCR Awards and Certificates in Employability Skills Unit 11, Plan for and learn from a job interview.



Associated materials

Job interviews – Lesson Element Learner Activity Sheets

Expected duration

Task 1 - 30 minutes

Task 2 - 30 minutes

Task 3 - 30 minutes





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Task 1

Learners need to be introduced to the main features of both open and closed questions in order to complete this task. Learners need to understand that open questions tend to be longer, allowing the person answering the chance to describe or explain a situation or feature. In contrast, closed questions are shorter and can easily be answered with a "yes" or "no", or with a specific piece of information.

Ask the learners to read the information in Task 1 to help them distinguish between the two types of question, before asking them to complete the table.

Receptionist interview questions	Open or closed?
Describe a situation where you solved a problem as part of a team. How did working as part of a team help you solve the problem?	Open
What does 'good customer service' mean to you?	Open
A customer is being difficult and rude. How do you go about resolving the situation professionally?	Open
Can you work evenings and weekends?	Closed
Would you be comfortable wearing uniform?	Closed
Do you have any customer service qualifications?	Closed
Reception is busy, filled with customers. How do you go about dealing with queries as quickly as possible?	Open
Have you worked in a hotel before?	Closed
Would you be willing to cover the front of house at our restaurant during busy times?	Closed
What is your greatest strength? How do you think this will help you in the role as Receptionist?	Open

Learners then need to prepare their answers to the open questions. Working in pairs they should role play being the interviewer and interviewee. They should research the role of the Receptionist before they start.



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Task 2

Show the learners the following video clip.

http://career-advice.monster.co.uk/job-interview/job-interview-questions/questions-to-ask-your-interviewer-video-advice/article.aspx

Individually or in groups, learners can then prepare questions to ask the interviewer about the Fashion Sales Assistant vacancy.

Learners can then discuss why it is important to prepare questions and answers for an interview.

Task 3

Show the learners the following video clip.

http://career-advice.monster.co.uk/job-interview/job-interview-behaviour/how-to-make-a-good-first-impression-video-advice/article.aspx

If you are unable to access this clip the script can be printed out.

http://career-advice.monster.co.uk/job-interview/job-interview-behaviour/how-do-i-make-a-good-first-impression-at-my-interview/article.aspx

From the video the following pieces of advice were given.

How do I make a good first impression at my interview?

- Don't turn up looking a mess.
- Don't have a scowl on your face.
- Wear appropriate clothing.
- Be well-mannered and positive with the reception staff and anyone else you encounter on the way to your interview.
- Try to relax and build up some confidence before your interview starts.
- Don't avoid eye contact.
- Don't glance nervously from side-to-side.
- Don't play with your tie or fiddle with the zip on your bag.
- Keep your cool.
- Prepare properly for your interview so you are at ease.
- Be positive about everything.





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- Don't forget to smile.
- Show interest in what you are being asked.
- Don't 'diss' your current employer.
- Show a positive attitude.

Ask the learners to select their five most important ways and then discuss in pairs or with the group.





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