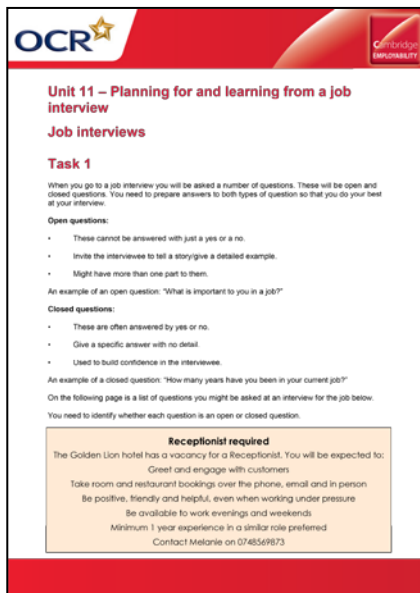




Unit 11 – Planning for and learning from job interviews

Job interviews

Instructions and answers for teachers

These instructions should accompany the OCR resource ‘Job interviews’ activity which supports OCR Certificates in Employability Skills Unit 11, Planning for and learning from job interviews



OCR  

Unit 11 – Planning for and learning from a job interview
Job interviews

Task 1

When you go to a job interview you will be asked a number of questions. These will be open and closed questions. You need to prepare answers to both types of question so that you do your best at your interview.

Open questions:

- These cannot be answered with just a yes or a no.
- Invite the interviewee to tell a story/give a detailed example.
- Might have more than one part to them.

An example of an open question: "What is important to you in a job?"

Closed questions:

- These are often answered by yes or no.
- Give a specific answer with no detail.
- Used to build confidence in the interviewee.

An example of a closed question: "How many years have you been in your current job?"

On the following page is a list of questions you might be asked at an interview for the job below. You need to identify whether each question is an open or closed question.

Receptionist required

The Golden Lion hotel has a vacancy for a Receptionist. You will be expected to:

- Greet and engage with customers
- Take room and restaurant bookings over the phone, email and in person
- Be positive, friendly and helpful, even when working under pressure
- Be available to work evenings and weekends
- Minimum 1 year experience in a similar role preferred
- Contact Melanie on 0748569873

Associated Files:
 Job interviews activity

Expected Duration:
 Task 1 – 30 minutes
 Task 2 – 30 minutes
 Task 3 – 30 minutes



This activity offers an opportunity for English skills development.

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 everyone’s query 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.

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.

- 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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