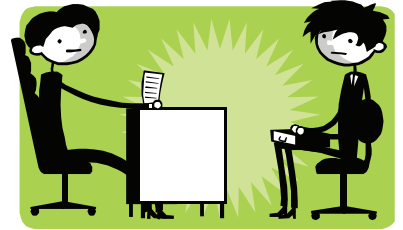

UNIT 4 FACING INTERVIEWS INCLUDING PHONE AND WALK - IN INTERVIEWS

Structure

- 4.0 Objectives
- 4.1 Warm up
- 4.2 Reading
- 4.3 Listening
- 4.4 Speaking
- 4.5 Writing
- 4.6 Grammar
- 4.7 Answers



4.0 OBJECTIVES

In this unit you will learn about:

- Regular job interviews
- Telephone interviews
- Walk in interviews
- how to prepare for job interviews
- what to do during the job interview
- types of job interviews
- the kind of questions asked at interviews
- the kind of questions candidates can ask prospective employers
- Recruitment related vocabulary & grammar



4.1 WARM UP

"Young man, do you think you can handle a variety of work?"

"I ought to be able to. I've had ten different jobs in four months."

Read this joke about a job interview.



Do you think you could be in such a position some day? In this Unit you will learn about different types of interviews and how to participate in them.

4.2 READING

4.2.1

Facing the Interview

Interviews: Here are the four Key Stages of an interview

1. Arrival

- Arrive at company / interview reception area – a little before the given time
- Sign in – you may be asked to wear an identity badge
- Wait in the reception area or outside the interview room

2. Introductions

- You may be accompanied to the interview room by interviewer / member of staff
- Walk in and shake hands / greet interviewer/s
- Introduce yourself when you are asked to do so.

3. Main interview

- Interviewers usually outline the interview format for you.
- Some introductory questions
- Main questions
- You ask questions

4. Departure

- Goodbyes
- Return to reception area and sign out

Check your progress 1

Now that you know the stages, it would be useful to prepare a checklist of things you should do at each stage. The checklists given below have some important words missing! In some cases the first letter of the word is given to you as a cue. Can you insert/ complete the missing words. Check your answers with the Key. Once you have completed the sentences, go through them carefully again.

Arrival

- Switch _____ your mobile

Preparing for a Job

- Use the toilet – it could be a **I**_____ interview!
- Take a _____ at yourself in the mirror
- Have a glass of _____
- Take some deep **b**_____ to relax
- Go **t**_____ any company brochures or literature you have with you or which is lying around.

Introductions

- **I**_____ yourself using your full name – first name as well as surname
- **S**_____ hands
- Wait for the interviewer to _____ you to sit down
- Make sure you sit as **c**_____ as possible
- Do not keep a bag or briefcase in your **I**_____ – put it down by the **s**_____ of your chair

Main interview

- Try to answer all the _____ that you are asked
- If you do not know an **a**_____, do not bluff – say **p**_____ that you do not know
- Maintain eye _____
- **L**_____ carefully and attentively
- If you do not understand a question, ask for **c**_____ **n** – this is better than giving a **w**_____ answer
- Be direct and to the _____ in your answers
- Do not mumble or speak too **s**_____

You must appear to be:

- Business-like and **p**_____
- **K**_____ about the job and company
- **C**_____ but not overconfident!
- **A**_____ and friendly
- **E**_____ **c**?

Departure

- **T**_____ the interviewer/s for their time and shake hands

- **R**_____ to take all your belongings back with you
- Also thank the people in the **r**_____ area or anyone else who sees you out

Here are a few more tips for you:

During the Interview

1. Give a positive first impression which could include a warm handshake and a pleasant smile.
2. Show enthusiasm and interest. Your body language can help you do this. Watch your nonverbal clues, such as eye contact, posture, gestures and fidgeting.
3. Be careful about your interactive communication. Listen attentively and concentrate. Do not ever interrupt the interviewer before he / she has completed the question.
4. Respond to questions and back up your statements about yourself with specific examples whenever possible.
5. Ask for clarification if you don't understand a question.
6. Be honest and natural.
7. Ask questions, since the interview is as much an opportunity for you to learn about the company as for the company to learn about you.
8. Be courteous to the administrative staff, since how you treat them can have an impact (positive or negative).
9. Make sure you understand the employer's next step in the hiring process; know when and from whom you should expect to hear next. Know what action you are expected to take next, if any.
10. When the interviewer concludes the interview, offer a firm handshake and make eye contact. Depart gracefully.
11. After the interview, make notes right away so you don't forget critical details.
12. Write a thank-you letter to your interviewer promptly.



Try to recall the 12 points that you have just read. Write them down in the box below. The theme of the point is given to help you. After you have elaborated them match what you have written with the text.

Preparing for a Job

1. Positive first impression

2. Enthusiasm and interest

3. Interactive communication

4. Back up your statements

5. Clarification

6. Be natural

7. Ask questions

8. Be courteous

9. Understand the hiring process

10. Depart gracefully

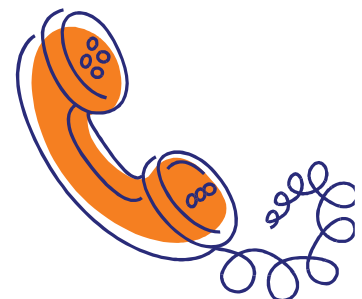
11. After the interview

12. Thank-you letter

4.2.2

Telephone Interviews

These days' telephone interviews are often used to screen a large group of applicants. On the basis of this the company can choose whom to invite for the face to face interview. In such interviews, applicants are often



asked some preliminary questions. The interviewer might be interested in finding out whether you meet the right criteria which could include educational qualifications, skills and appropriate work experience. These interviews are often conducted by recruitment agencies on behalf of a company.

A suitable time is arranged beforehand so that the applicant is ready for the interview. You need to prepare for a phone interview just as you would for a regular interview. You must make sure:

- you give the correct telephone number
- the telephone is fully charged in terms of batteries and money – in case of mobile phones
- you answer the telephone yourself – especially if it is a landline where other people could be around
- you speak clearly and loud enough but not too loud!

It is also very important to think about where you will take the call. You do not want to have the interview in a noisy place or in front of other people. This means you must choose a quiet place. You should also have a desk or table around so that you can keep your papers handy in case you need to consult them during the interview. A writing pad or paper for taking down notes is also advisable.



Since you cannot see the person you are talking to, your tone and voice become extremely important during a telephone interview. Be clear and courteous and sound confident. Remember that the first impression in a telephone interview is as important as a face to face interview.

When you pick up the phone, greet suitably and give your full name. Try to avoid a long silence after you are asked a question. Also don't forget to ask some questions yourself. At the end of the interview thank the interviewer for their time.

So, on the day of a telephone interview:

- be ready in time just as you would for a regular interview
- spend some time quietly before the interview to gather your thoughts
- switch off any other telephones that you may have around you
- sit comfortably
- have your job application, CV, any other relevant documents as well as pen and paper ready
- keep a glass of water nearby
- answer the telephone yourself
- smile – it will help the tone of your voice

Practice Interviewing

Talking on the phone isn't as easy as it seems. It might be a good idea to have a friend or family member help you to get so

me interview practice. You can also record yourself on a tape recorder so you can see how you sound over the phone. You'll be able to hear your "ums" and "uhs" and "okays" and you can practice reducing them from your conversational speech. Also this will help you to rehearse your answers to those typical questions you'll be asked.

A Few Don'ts

- Avoid sounding casual – during the interview sound professional, as if you were meeting the interviewer face to face
- Don't smoke, chew gum, eat, or drink.
- Don't speak too fast.
- Don't use a person's first name unless you are asked to do so.
- Don't interrupt the interviewer.
- Don't speak in very long sentences. The listener might forget the beginning by the time you reach the end of a sentence.



After the Interview:

- Take notes about what you were asked and how you answered.
- Remember to say "thank you." Follow with a thank you note which reiterates your interest in the job.

4.2.3

Now make a checklist of at least 10 do's and don'ts for telephone interviews. Check your answers with the text above.

	Do's		Don'ts
1		1	
2		2	
3		3	
4		4	
5		5	
6		6	
7		7	
8		8	
9		9	
10		10	

Check your progress 2 A

Read the write up on Telephone interviews given in 4.2.2 carefully. You will notice that there is a lot of similarity in the preparations that you would make for a telephone interview and an in-person interview. However, there are also

some differences. What are the advantages that you enjoy in a telephone interview, which you would not have for a face to face interview? Write down at least 3 points. Match them with the Key.

Check your progress 2 B

Make a list of what you would need to do for a telephone interview which is not needed for a face to face interview. Check out your list with the Key.

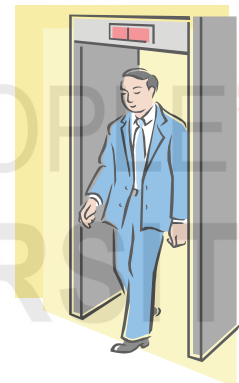
4.3 LISTENING

Check your progress 3



Listen to a speaker talking about walk in interviews and answer the given questions.

1. Give examples of 2 situations where walk in interviews may be held by companies.
2. What 4 pieces of information would an advertisement for a walk in interview carry according to the speaker?
3. Why do you think such appointments may be temporary in nature?
4. What kind of candidates would be at an advantage for such interviews?
5. Why should you not ask whether you are selected or ask to be selected/
6. Name 3 qualities and abilities mentioned by the speaker which could ensure success at such interviews.
7. What do you understand by 'then and there'?



4.4 SPEAKING

4.4.1

You have already been given samples of questions you may be asked at a job interview along with sample answers and clues. Here are some more questions for you to practice. Think about possible answers. Record your answers and listen to the recording and assess your responses. You could also practice them with your study partner.



Team work

1. What qualities do you have that make you an effective team person?
2. Do you work better by yourself or as part of a team?

3. What type of people do you work best with?

Strengths

1. What can you contribute to our organization?
2. What are your strong points and how have they helped you to succeed?

Success / Achievement

1. What have you achieved so far and how?
2. What has been your most satisfying experience in your studies / work so far?

All of these are questions about you. Think about how you would answer them. Make notes first and use these to practice your answers.

Communication

1. How important is listening as a communication skill?
2. What are the qualities of a good listener?

Clues:

1. We spend more time listening than speaking especially as young employees. It is important to understand what is spoken in order to get the message right. If you do not listen and understand you could end up doing the wrong thing. Attentive listening is very important during interviews, meetings, discussions as well as in social conversation.
2. Pay attention to the person who is talking to you. Do not look here and there.

Do not interrupt the speaker. Let him / her finish before you speak.

Your body language should show that you are listening with attention.

Ask questions to clarify something if you have not understood. You can also reword what you have heard to check whether you have understood something correctly.

4.5 WRITING

Check Your Progress 4

Asking Questions during a Job Interview

At most interviews, you will be invited to ask questions of your interviewer. This is a chance for you to learn something about the employer, and for the interviewer to further evaluate you as a job candidate. It requires some advance preparation on your part.

Here are some guidelines for asking questions:

Think of five good questions, understanding that you may not have time to ask them all. Ask questions concerning the job, the company, and the industry or profession. Your questions should show your interest in these subjects and that you have read and thought about them.

Now compare your questions with the ones given in the Key.

4.6 GRAMMAR & VOCABULARY

Check Your Progress 5 A

Correct the mistakes in these sentences:

1. I speak English good.
2. I am agree to travel for business purposes.
3. I am having my own laptop.
4. I makes presentations often.
5. I oftenly travel by public transport.
6. Could I have one information please?
7. Are you giving any medical allowance?
8. I am finding out about the information from your company website.
9. Are we having to travel in this job?
10. I knows how to use Microsoft Office.

Check Your Progress 5 B

Fill in suitable words to complete these partnerships. The first letter of the word is given to help you.

1. o..... events
2. a..... training programmes
3. p..... in seminars
4. h..... a team
5. w..... part-time
6. c..... a survey
7. h..... complaints
8. l..... a..... business visitors
9. a..... meetings
10. g..... presentations

4.7 ANSWERS KEY

Check your progress 1

The answers are given in bold.

Arrival Checklist:

- Switch **off** your mobile
- Use the toilet – it could be a **long** interview!
- Take a **look** at yourself in the mirror
- Have a glass of **water**
- Take some deep **breaths** to relax
- Go **through** any company brochures or literature you have with you or which is lying around

Introductions

- **Introduce** yourself using your full name – first name as well as surname
- **Shake** hands
- Wait for the interviewer to **invite** you to sit down
- Make sure you sit as **comfortably** as possible
- Do not keep a bag or briefcase in your **lap** – put it down by the **side** of your chair

Main interview

- Try to answer all the **questions** that you are asked
- If you do not know an **answer**, do not bluff – say **politely** that you do not know
- Maintain eye **contact**
- **Listen** carefully and attentively
- If you do not understand a question, ask for **clarification** – this is better than giving a **wrong** answer
- Be direct and to the **point** in your answers
- Do not mumble or speak too **softly**

You must appear to be:

- Business-like and **professional**
- **Knowledgeable** about the job and company
- **Confident** but not overconfident!

Preparing for a Job

- **Approachable** and friendly
- **Enthusiastic**

Departure

- **Thank** the interviewer/s for their time and shake hands
- **Remember** to take all your belongings back with you

Also thank the people in the **reception** area or anyone else who sees you out

Check Your Progress 2 A

For a telephone interview you can:

- keep your documents before you and use them when necessary – for example CV and a list of your strengths, abilities etc. can be kept in front – however, you must not read from them but talk about them.
- Write as many notes as you want.
- Be more relaxed since you are not being watched!

Check your progress 2 B

- Keep the telephone fully charged in terms of batteries and money – in case of mobile phones
- you answer the telephone yourself – especially if it is a landline
- choose a place that is not noisy
- prepare the room suitably
- make sure no one disturbs you once the interview begins
- Keep your documents before you

Body language plays a very important role in any interview.

4.3.1

Tapescript

Walk in Interviews are becoming very popular these days. They help companies and organizations to appoint people to meet their immediate need. Business companies sometimes need staff at short notice for projects which are generally for limited periods of time, or to meet unexpected demand for their products or services. For such needs they may not want to wait for their formal and elaborate procedure adopted for regular appointments. Hence they call candidates for walk in interviews.

Walk in interviews are advertised by companies in newspapers and trade journals or sometimes online. These advertisements carry information regarding the interview schedule and positions to be filled, along with venue details and offers.

If you succeed in such an interview, chances are that you will be offered a position then and there and may be asked to join the company immediately. However, at times these may turn out to be temporary or short-term appointments. Although, if you are good at your job you may be retained by the company. For freshers and candidates who are not employed currently, these opportunities help them to get employed immediately.

Those job seekers who are ready with their CVs and documents as well as interview preparation stand a good chance of being selected at walk in interviews. Most questions that you are asked at such interviews are similar to regular interviews. At such interviews it is not advisable to ask questions like “Am I selected?” nor should you say things like “Please select me”, as these show lack of confidence.

In order to be successful in such interviews candidates need to be prepared at all times. Remember that even interviewers are aware of the fact that these are based on on-the-spot interaction and so they assess the candidates accordingly. However, candidates whose basic skills are well developed and have good overall world knowledge and general awareness as well as suitable skill sets have a good chance of success in such interviews. Another important factor is your ability to communicate and to present yourself. If these are well developed, they give you the right amount of confidence and comfort to deal with the needs of walk in interviews.

Check your progress 3

1. Give examples of 2 situations where walk in interviews may be held by companies.

- a) To meet immediate needs
- b) To engage someone for a limited period

2. What 4 pieces of information would an advertisement for a walk in interview carry according to the speaker?

- 1) Interview schedule
- 2) position to be filled
- 3) venue details of where the interview will be held
- 4) what the job offers

3. Why do you think such appointments may be temporary in nature?

This is so because many of these appointments are made to fill in temporary requirements.

4. What kind of candidates would be at an advantage for such interviews?

Fresher's and people who are presently unemployed could benefit from such interviews.

5. Why should you not ask whether you are selected or ask to be selected?

This shows lack of confidence in yourself.

6. Name 3 qualities and abilities mentioned by the speaker which could ensure success at such interviews.

The three qualities mentioned are:

- 1) Developed basic skills
- 2) good overall world knowledge and general awareness
- 3) suitable skill sets for the job advertised.

7. What do you understand by ‘then and there’?

immediately

Check your progress 4

1. I'd like to know something about my day-to-day responsibilities in this job?
2. Does the company send its employees for seminars, workshops, and training so that they can keep up their skills or learn new ones?
3. What kind of work can I expect to be doing the first year?
4. How much opportunity will I have for decision-making in my first assignment?
5. What is your company's policy on transfers to other cities?

Check Your Progress 5 A

Correct the mistakes in these sentences:

1. I speak good English.
2. I agree to travel for business purposes.
3. I have my own laptop.
4. I often make presentations.
5. I often travel by public transport.
6. Could I have some information please?
7. Do you give any medical allowance?
8. I found out about the information from your company website.
9. Do we have to travel in this job?
10. I know how to use Microsoft Office.

Check Your Progress 5 B

Fill in suitable words to complete these partnerships. The first letter of the word is given to help you.

1. organized events
2. attended training programmes
3. participated in seminars
4. headed a team
5. worked part-time
6. conducted a survey
7. handled complaints
8. looked after business visitors
9. arranged meetings
10. gave presentations



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