

HANDOUT 4-A

SPOT THE QUESTION

THE ADVERT

Rotley Retail seeks enthusiastic Sales Executive for full time work. Job start immediately. Previous experience of retail desired but not essential.

THE JOB DESCRIPTION

Sales executive role includes:

- Working collaboratively with other Sales Executives to deliver on team targets.
- Handling customer enquiries
- Managing the till
- Upselling promotional products where appropriate
- Assisting in the design and assembly of window displays

THE BACKGROUND

Rotley Retail is a fast expanding chain of hardware stores across the country. They specialise in good quality products at customer-friendly prices. Rotley Retail won a silver award for customer satisfaction in a recent poll. Employee turnover is low, and staff have high levels of job satisfaction. Sales staff are awarded bonuses based on meeting sales and customer satisfaction targets.

What questions do you think you might be asked at an interview for this role?

CORE QUESTIONS

COMPETENCY-BASED
QUESTIONS

HYPOTHETICAL QUESTIONS

HANDOUT 4-B

MY QUESTIONS

Think of an upcoming interview or a job-industry you would like to apply for. What sort of questions could you ask your employer at the end of an interview? Try to come up with three examples. Remember to think about:

- Asking questions at interview you couldn't find out about beforehand.
- Phrasing questions in a way which continues to demonstrate your credibility, experience, understanding of the job and thinking skills.
- Using your questions to continue to demonstrate your commitment to and interest in the role.

QUESTION 1

QUESTION 2

QUESTION 3

MY KEEP CALM STRATEGY

What have you done to keep yourself calm in the past?

Based on what you have learnt and discussed today, what methods will you use to keep calm before and during an interview?

