

INTERVIEW CHECKLIST

1. Tell me about yourself.

W.A.S.P. Answer should be around 30 seconds long.

2. Tell me about your strengths and one weakness.

Talk about your 3 greatest strengths (skills/abilities) related to the job and provide examples.

Provide 1 weakness that you had in the past and mention what you did in order to improve yourself in that area. Answer should be about 1-minute long.

3. What motivates you to come to work every day?

What makes you passionate about this type of work? Why did you choose this career path for yourself? Why do you like this type of work? Answer should be about 1-minute long.

4. Tell me about an accomplishment you're proud of.

Think of a work/academic achievement that you're proud of. You may also add a personal accomplishment, only if it's accompanied by a work-related accomplishment as well. Answer should be about 1-minute long.

5. Why do you want to work here?

This is a 2-part answer. Part 1 should reflect the research you've done on the company showing how you resonate with the company's values or mission, etc. Part 2 should sell your skills and how they meet the requirements of the job. Answer should be about 1-minute long.

6. Give an example of a work situation in which you went above the call of duty.

*This is a behavioral question. Use **S.T.A.R.** to tell a story about a time when you went above and beyond what was expected of you in the workplace (you went above and beyond your job description). Answer should be about 1 – 2 minutes long.*

7. What are your short-term and long-term goals?

Remember to be employer-focused and provide a short-term goal that reflects the type of job you're looking for and what you can contribute to that job. Your long term goal should demonstrate your intention to grow with the company, assume new or more responsibilities or develop professionally in the role. Answer should be about 1-minute long.

8. Tell me about a time when you had a tight deadline and how you managed to meet it.

*This is a behavioral question. Use **S.T.A.R.** to tell a story about a time when you had multiple priorities had to use your time management skills. Answer should be about 1 – 2 minutes long.*

9. Tell me about a time when you had to deal with a difficult customer.

*This is a behavioral question. Use **S.T.A.R.** to tell a story about a time when you had to deal with a difficult customer. If you haven't worked in a customer facing role, think about vendors,*

suppliers, or other “internal” customers that may have been difficult to deal with. Demonstrate your customer service and problem solving skills. Answer should be about 1 – 2 minutes long.

10. Tell me about a time when you provided excellent customer service.

*This is a behavioral question. Use **S.T.A.R.** to tell a story about a time when you provided excellent customer satisfaction. Answer should be about 1 – 2 minutes long.*

11. Why did you leave your last job?

This is a 2-part answer. Part 1 is the reason why, if the reason has a negative connotation, don't provide too many details. You can also mention what you've done since leaving your last job such as volunteer work or courses you've taken. Part 2 is what you're looking forward to now that you're ready to re-enter the workforce. What skills and experiences can you contribute to the company? Answer should be about 1-minute long.

12. Describe your computer skills or related technical abilities.

Tell the interviewer about your computer skills and technical abilities related to the job. This can include software, hardware, POS systems, machines, tools, etc. Answer should be about 1-minute long.

13. Why should we hire you over the other candidates?

This question is your chance to sell yourself for this position. Talk about the key skills you have for this position. Mention your personal attributes that would make you a great fit for the role. You can also mention how you resonate with the company's culture. Answer should be about 1-minute long.

14. Do you prefer working in a team or on your own?

Trick question! The answer is both, but you should provide short examples of when you've worked on a team and when you've worked on your own and that you're flexible and adaptable to both situations. Answer should be about 1-minute long.

15. Tell me about a time when you were in a conflict with a co-worker, and how did you resolve the situation?

*It's a misconception that conflicts are large events where things get messy and management gets involved. A conflict can arise in any work setting and they occur quite often. This is a behavioral question. Use **S.T.A.R.** to tell a story about a misunderstanding, miscommunication or disagreement you had with a coworker and think about how you resolved that situation in a manner that preserved your working relationship. Answer should be about 1 – 2 minutes long.*

16. What are your salary expectations?

Salary is secondary to the opportunity of working with your company, however according to my research as well as my experience in the field, I believe that a salary between \$ - \$ is fair and I'm flexible within that range.