



Interview tips

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Interview tips

A good interview leads to you getting the job. This requires you to present yourself and your skills in the best possible light. You can control the interview and disclose only what presents you in the best way!

- Employers only want to interview the people that they think can do the job.
- You have a realistic chance of getting the job! (If 10 people are being interviewed, a 1 in 10 chance.)
- Getting an interview is an achievement in itself. Only a small proportion of applicants are selected for interview (about 10%) so you have already made a positive impression to have arrived at this stage!

You are in control of the information you give

1. Summary of top interview tips

Listed here are some top interview tips from Sarah Berry, the UK's best-selling career writer and career consultant. Read them through before attending your interview and you will improve your performance and chance of being offered the job.

1. Be yourself.

The interviewer is interested in knowing about you, the whole person. So your personality is as important as your background. Don't be afraid of demonstrating your sense of humour, your enthusiasm and your logical manner - all the qualities that make you special.

2. Concentrate on the question.

Waffling or getting away from the point is out. If you are unsure as to whether you have answered it fully, ask the interviewer whether he or she would like you to go into more detail. Use "I" rather than "one". "One" sounds artificial and can tie "one" up after a while. Sit comfortably and try not to fidget. The interviewer will be seeing several candidates so make sure he or she remembers you. You don't have to put on an act but try to make a lasting impression.

3. Don't read sinister meaning into innocent questions.

No one is out to get you. On the contrary, everyone wants you to be the best candidate. If you have any questions ask them, but it is not a test of your initiative nor is it vital to ask something. However, remember that what you do ask, says a lot about you as a person, so think about how you phrase the question.

4. Always tell the truth.

Don't fall into the trap of trying to make something sound more impressive by exaggerating the facts. If there are gaps in your CV or failed exams, explain them honestly but concisely. Try to show how you have learnt from the experience.

5. Do not disguise ignorance.

It is much better to say that you are unclear as to what the question is asking, than to dig a hole for yourself.

6. Be positive, enthusiastic and interesting.

Enthusiasm generates energy and positive feelings, so talk enthusiastically about your current role and job. Remember that the tone of your voice is a real indication of what you are truly saying. Lowering your voice at the end of a sentence conveys strength whereas raising your voice reveals an element of uncertainty and converts a statement into a question. Consider listening to a recording of yourself beforehand.

7. Read the clues.

Just as you should be conscious of your posture, your facial expressions and your arm movements, you should also watch the interviewer's. Take the cues you are given. If he looks bored - fist clenched and placed on the side of his face, is fidgeting or becomes obsessed with note-taking, wrap up what you are saying. On the other hand, if the interviewer strikes up points of common interest, do not overlook the significance of this. Try not to cut him or her down but instead give him or her the opportunity to talk.

8. Avoid extreme behaviour.

Being too familiar, negative or aggressive will put people off. For example, if the interviewer entices you to be aggressive, try not to match this behaviour. Diffuse the situation by agreeing with the interviewer that it may appear to be like that, but you actually see it like this....

9. Be loyal.

Do not be tempted to moan about previous jobs, bosses and the management style. It will not stand you in good stead and will only reflect badly on you. Personality clashes and different styles of management are acceptable but long moans aren't. Minimise discussions and stress something positive about your move.

10. Do not lose interest.

Do not lose interest in the interview halfway through, even if you realise that you have made a mistake and that the job on offer just isn't for you. You do not want to be accused of time-wasting or to prejudice your chances of being considered for another job in another area, so it is always worthwhile continuing and remembering that you can always turn a job down.

11. Don't refuse to do any tests.

You may not enjoy doing them but then, who does? Take them seriously and read the instructions carefully. Remember that you may find the feedback useful. It could help you to know yourself better.

12. Close the interview properly.

You may be relieved that the whole thing is over but not just yet. Endings are important. Ask what happens next and whether any action is required from you. To gain an impression of how you fared, you could ask whether you are the type of person they are looking for. This can turn a marginal situation to your advantage and also give you an idea of your level of performance.

Always follow-up with a thank you email. An email thanking the interviewer for taking the time to meet with you and confirming your interest in the position is a simple trick that really makes a difference.

Remember, the objective of any interview is not to talk to the interviewer about yourself, but to communicate your ability, willingness and suitability for the job. Take the stage and shine.



2. Preparation BEFORE the Interview

What is the purpose of an interview?

Firstly, it is for the interviewer to see if you match the requirements of the job. These will naturally vary with different jobs but are likely to include:

- **Your personal qualities**
- **How well you express yourself**
- **Your motivation and enthusiasm**

The recruiters will already have an indication of these from your initial application to the organisation but now the interview will assess you in person.

There aren't any right or wrong answers to interview questions: how you come across is as important as what you say.

Be yourself – if you have to put on a completely false act to get through the interview, is this really the right job for you?

Remember that words are only 9 per cent of communication, so remember to get the body language right. Maintain good eye contact, smile and practise a firm handshake. Make sure you listen hard and respond intelligently.

The average in an interview is 60% talking and 40% listening.

Essentially, successful interviewing is all about preparation.

The more you prepare the better you will be!

Practical preparation points

- Plan how you will get to the interview. Leave plenty of time in case of traffic jams or delayed trains. Arriving late is generally inexcusable and unless there are extenuating circumstances it will cost you the job!
- Look professional. Dress neatly and smartly. Make sure everything is clean.
- Try finding out the format of the interview, how many interviewers, one interview or several, will there be psychometric tests, presentations, and group interviews. If possible find out who will be interviewing you and find out about them through contacts, 'Google', 'Facebook', LinkedIn or any other means you can think of.
- Take with copies of your CV, application forms and qualifications.
- Remind yourself why you are interested in this career, and this employer: enthusiasm is important.
- Re-read your CV, covering letter and / or application form as if you were the interviewer. Try and anticipate the questions they will ask. Think about any awkward points that might be picked up on, and how you will handle them.
- Research the career area for which you are applying.
- Do some research on your potential employer (see to the right – Researching a potential employer).
- Take time to re-read the job advert and / or job description and / or person specification and plan some answers to probable questions that may be asked.
- Prepare some questions to ask the interviewer.

Researching a potential employer

It pays to be informed for two reasons. First, it's obviously in your own interests to find out as much as possible about the place where you may be spending most of your waking hours. You need to know that the company has a sound business record and that it's the kind of environment you'd enjoy being a part of.

Second, employers will expect you to show an awareness of the company and the industry at interview and may ask you related questions. This seems logical, but a vast majority of interviewees do not do this and this lack of interest and preparation costs them the job even if they do have the sufficient skills and experience required.

Employer websites

We are very lucky we live in the age where so much information is available to us through a simple click of a button. In the first instance it is always useful to 'Google' the company, and look at their website. You'd be hard pushed to find a company without a website of some description, although quality will undoubtedly vary. You can get an idea of the style and emphasis of an organisation, their marketing and how much effort they put into recruiting the right sort of people. Look out for the

number of employees, annual turnover and recent history. There will probably be a 'mission statement' stating the overall purpose and aims of the company that you should acquaint yourself with.

The 'Google' search may also provide other useful information like recent press coverage and information on key employees.

Business information websites

There are an amazing number of company and business information sites on the web. It is possible to get information without

spending any money, but many sites ask you to pay for more detailed information. If you are particularly interested in an industry, it might be worth investing in a subscription to keep you updated. hemscott.com offers detailed business information, the sort that you'd find in the Financial Times. hoovers.com contains extensive company profiles with the option to pay for extra information.

Newspapers

The Financial Times may be a bit daunting, but it is a good way to keep up with recent developments in business such as mergers, markets and the like. Many newspapers have supplements dedicated to various sectors, with job ads as well as information on the area.



Focusing your search

When researching the company and industry, focus your search on information such as:

- What are the goals/objectives of the organisation?
- How many people work for the organisation?
- Where is the organisation based? Do they operate in the UK, Europe or Globally?
- Where is their main office or corporate headquarters? How many offices, shops or branches does the organisation have?
- What are the organisations main services or products?
- When was the company founded? Who were the founders? This is particularly relevant for smaller organisations.
- What is the name of the organisation's Chief Executive Officer (CEO) or managing director?
- Who are the organisation's main competitors? How does this organisation differ from its competitors?
- What are the main threats and issues affecting the organisation? What are the main opportunities and threats affecting the overall service and product industry the organisation is operating in?
- Is the company growing and expanding? If so, what are its stated goals and priorities with regards to growth?
- How is the organisation performing financially?
- What sort of reputation or public image does it have?
- What is the organisational structure like?
- What are its future plans and prospects?
- What is the organisational culture?
- What types of training, development and appraisal are offered?

Common Questions asked in interviews that relate to researching the company

- What do you know about our industry?
- As a manager, what issues are of interest to you?
- What, in your view, should our organisation be doing to improve our position?
- What do you think we should be doing about the x issues?
- What major factors do you think are causing us concern right now?

3. Different Types of Interviews

In essence, an interview is a conversation, which allows the employer to get to know you and for you to see what they are like. Interviews can be nerve-wracking, it should also be remembered that the interviewer may be nervous too.

There are a number of different formats commonly used in interview, these include:

One-to-one interview

Usually this type of interview will be carried out by the department supervisor, or with human resources personnel. Be prepared to talk about yourself in detail, why you want the job, and what you can contribute to the company.

As with all interviews, do not volunteer information that the interviewer doesn't ask for.

Lunch interview

An interview over lunch will be more casual than in an office; however, do not let down your guard. Make your life easier by not ordering messy food and order something that is in a similar price range to orders of the others in attendance.

Telephone interview

Sometimes, it is not practical to attend an interview in person. In this case, an interview can be conducted on the telephone. Some companies also use these telephone interviews as a screening process to eliminate weaker candidates early on. A telephone interview is not to be treated as an easier option; it should be conducted in an equally professional manner as a standard interview and the same rules apply.

Do not let the interviewer totally lead the conversation; if you

are able to, push for a face-to-face meeting, say something like "I would appreciate an opportunity to meet with you in person soon..."

Speak in a clear voice, answer the interviewer's questions precisely and try to elaborate without talking too much; exude controlled professionalism.

Committee/Panel interview

During committee interviews, candidates are questioned by several personnel at once; this can be daunting but try to keep cool. Be sure to impress all of the interviewers; do not cater to what just one or two want to hear.

When an interviewer addresses you with a question, respond to the person who asked that question while being conscious of how the others will interpret what you are saying.

Structured Interviews

Structured interviews can seem unfriendly and off-putting to candidates. They do not give opportunities for discussion - when you have answered one question as far as you feel able, the interviewer will move on to another topic. The advantages of these interviews is that they are standardised - important when many different interviewers are assessing a large number of applicants - and that they are based upon the skills essential for the job.



Group Interviews

A group interview may require a group of candidates to discuss a topic or engage in an activity while they observe you. The key is to demonstrate you are confident without being arrogant. It is your chance to show your leadership skills, so make sure that you listen hard to other people in the group. Be the person who is summarising the situation and suggesting ways forward. Don't shout people down and don't be a wallflower. Assessors are looking for reflectors who are inclusive in their approach so stay alert and be pleasant.

Presentations

You may be asked to give a presentation to demonstrate your oral communication skills. These can be prepared ahead, however sometimes they are unprepared. Assessment may be on how you say it as well as what you are saying. Here are some quick pointers for giving a presentation

- Make sure you stick to the time limits set!
- Create a structure for your presentation
- Focus on a smaller number of key points – don't overcomplicate the presentation
- Prepare for questions
- Give some form of a conclusion

Psychometric Tests

There are two main forms of psychometric tests. Aptitude tests, which have right and wrong answers, commonly measure skills like numeracy, verbal reasoning and spatial awareness. Personality tests assess your stated preferences. There are no right or wrong answers, but they help the interviewer build a profile of you, so they are able to assess you against the skills required for the job.

4. What will the questions be about? What will they ask me?

Job seekers should be aware that every question an interviewer asks is an opportunity to sell themselves as the most outstanding, must-have candidate for the job.

The secret to predicting likely topics of discussion during an interview is by scrutinising the original job advert and drawing assumptions from this. For example a statement like 'experienced office manager' tells you that an interviewer will want to know how long you worked as an office manager.

If you are given a job description or person specification for the job ensure you have studied it thoroughly before any interview and prepared demonstrable examples for every point mentioned. The interview will be about how well you are able to match the employer's ideal as described in these documents.

Questioning in interviews

Interviews are all about questions. You will be asked questions that test you, questions that put you on the spot and you might even be asked questions that you would prefer not to answer.

The key to answering questions successfully, is to take your time, remain calm and be up front. Questions are asked for a specific purpose and the questions you are asked will give you an indication and an insight into the company itself. The following are the types of questions common to all interviews.

1. Open questions

These are questions to which it is impossible to give a 'yes' or 'no' answer. The majority of the interview usually consists of these types of questions. The questions are designed to get candidates to reply with the facts and issues, as well as feelings and attitudes. Thus, the interviewer can form a picture about the person sitting in front of him/her and can either explore certain topics further or ask them to expand on their feelings. The only disadvantage about these questions is that you could say too much or you could start to dominate the interview. Examples of open questions:

What?	What are your duties? What have you learnt from the situation?
Why?	Why was that a problem for you? Why did you decide to do ...?
When?	When did that happen? When do you get bored?
Where?	Where do you expect your next move to be? Where was that?
Which?	Which part of the job did you most enjoy? Which part of the job did you dislike? Which areas of this job interest you?
How?	How do you feel about ...? How did you get around that? How did you get the job?

2. Closed questions

Closed questions produce a 'yes' or a 'no' answer. These are useful for checking pure facts and eliciting a direct response. They can also be used to stop the interviewee doing all the talking or to focus on specific information in the interview. Examples of closed questions include;

- I see you worked for ...
- How much was your budget...?
- Do you have good health?
- Do you get on with ...?

Expect a few closed questions during the interview. However, if they become the norm you need to change the way you reply. Elaborate on the 'yes' or 'no' answer by adding a bit more as well as giving the interviewer what he/she wants.

3. Probing questions

Probing questions are the interviewer's most useful tool. They are used to clarify, to justify or to reveal strengths or weaknesses - areas that the interviewee may wish to hide. Examples of probing questions are given below.

- What is your reason for saying that?
- Why does that concern you?
- Who else affected your decision?
- How did you resolve the situation?
- How did you react to ...?

4. Hypothetical questions

Interviewers often ask these 'what if?' questions. It may be because this is an actual situation which you will have to face in the job, or it could be asked just to test your ability to think on your feet. Answer the question as best you can, and try back up your answer with practical examples of how you have demonstrated the skills being tested. Examples of hypothetical questions include;

- What would you do if you were short-staffed?
- What would you do if you had to deal with an angry customer?
- What would you do if two important people demanded your attention at the same time?

5. Leading questions

On the whole these questions suggest the answer to give, or the interviewer may be advising you of the company's rules and expectations. You can either agree or disagree depending on your point of view. Examples of leading questions include;

- The company has this philosophy; do you hold this philosophy?
- I wouldn't want to do ..., what about you?
- I suppose you got on with your previous boss?

6. Complex questions

There are two main types of complex questions, the alternative question and the multiple question. The alternative question is a closed question, but has two conflicting parts. For example:

- What part-time jobs did you have or didn't you bother because of your studies?

The tip with these questions is to ignore the bit that doesn't apply and respond only to the bit that does apply.

The multiple question leads to confusion and vagueness because the interviewee doesn't know where to begin the answer. For example:

- Did you pick up new skills in your last post and what did you think of the facilities?

It is best that your reply acknowledges the two parts perhaps by saying something along the lines of: 'I will answer ... first and ... second.'

7. Summarising questions

These are used by the interviewer to clarify and confirm what you have said.

- So what you are saying is ...
- I understand that what you have said is ...

These are often used in technical professions, but remember the summarising question is a tool that you too can use if you feel that a question needs further clarification.

8. Reflecting what has been said

The interviewer may reflect back what has been said in order to encourage interviewees to expand further. For example:

- So, you learnt a lot from that role?
- I expect that you did find it quite stressful.

This technique is used to show that the interviewer is listening but not making judgements on what has been said.

9. Unusual Questions

Some questions may have nothing to do with work. These questions may be designed to see how you react under pressure, or may be testing a particular skill (e.g. mathematics)

Some examples include;

- “You are a shepherd in the Scottish Highlands, a dam is about to burst due to heavy rain, you come across the dam keeper who broke his leg as he was trying to reach the village below the dam to warn the villagers of the danger. You have your flock of sheep to get in from the inclement weather. What would you do?”!
- “How would you solve London’s traffic problems?”
- “What was the last book you read?”

Don’t panic! Don’t try to blurt out your answer. Take a few seconds to think - this shows confidence and assertiveness rather than weakness.

Don’t try to form your whole answer immediately - just try to say one or two sensible things first - in the example above, you could say that first you would examine the dam keeper’s leg to see

how bad the injury was. This gives you time to think further.

There may be many possible solutions to the problem. The interviewer won’t be expecting a perfect answer. What you actually say in answer doesn’t matter, so long as it sounds reasonable, confident and well thought out and you show awareness of the issues involved

Avoid reading too much into a question and try instead reflecting back on what you think has been asked, for greater clarity. Never be afraid to ask for the question to be rephrased or repeated. If you are not up to date or don’t have in-depth knowledge on a subject, never bluff your way through the answer hoping for the best. Probing questions will be asked and that could be embarrassing for you.



5. Common Interview Questions

There are a number of predictable interview questions. It is worth reading through this and familiarising yourself with some possible answers ahead of the interview.

Tell us about yourself.

What they're asking: What makes you special? Why should we hire you?

Tips: Prepare several selling points about yourself. Give a quick overview of your experiences and achievements which are relevant to the position.

What are your greatest strengths?

What they're really asking: How do you perceive your talents and abilities as a professional? Will you be an asset to our organisation?

Tips: Sell yourself. Prepare six or seven responses. Be "confidently humble."

What are your greatest weaknesses?

What they're really asking: How honest are you being about yourself with us? How realistic are you?

Tips: Present your weakness as a positive attribute. Don't talk for too long or emphasise your downfalls.

Why are you interested in working here?

What they're really asking: How dedicated are you? Do you have a passion for this type of work?

Tips: Keep your answer simple and to the point.

Where do you see yourself five years from now?

What they're really asking: Will you be here for only a year before moving on, or are you committed to staying here

for a while? Are you a stable person? Can you set goals for yourself?

Tips: Be aware that they might not want to hire someone who will be around for only a year or two.

What are some of your hobbies?

What they're really asking: How well-rounded are you? What do you do outside of work that might transfer positively into the workplace?

Tips: Emphasise any hobbies, interests or activities that may relate to the job. Help the interviewer learn more about you and perceive you as a person, rather than a job candidate. Therefore, don't just answer questions, respond to them.

Would you be willing to pursue an extra certificate or credential?

What they're really asking: How is your attitude? How flexible are you?

Tips: Tell the interviewer how important professional growth is to you. Understand that the person who will impress the interviewer the most is the one willing to do the extra work.

What were you hoping we'd ask today, but didn't?

What they're really asking: Is there anything special about yourself that you want us to know?

Tips: Consider this a "show and tell" opportunity. Use materials from your portfolio to convince them how valuable you'll be to their organisation.

100 Most common interview questions

1. Why do you want this job?
2. Tell me about yourself?
3. Why should we hire you?
4. What is your major achievement?
5. What do you consider yourself good at doing?
6. What sort of person are you?
7. What are your strengths?
8. What are your weaknesses?
9. What do you know about our organisation?
10. How would you approach this job?
11. How do you get things done?
12. How do you manage your staff?
13. What do you look for in a manager?
14. What do you look for in a subordinate?
15. How do you decide on your objectives?
16. How do you manage your day?
17. What interests you most in your work?
18. What have you read recently that has taken your interest?
19. What sort of things do you like to delegate?
20. What do you do in your spare time?
21. In what environment do you work best?
22. How did you change the job?
23. What motivates you?
24. If you could change your current job in any way, how would you do it?
25. If you could change your organisation in any way, how would you do it?
26. How have you changed over the last five years?
27. Where do you see yourself going in the next five years?
28. Describe a time when you felt you were doing well.
29. Describe a time when you felt that things were not going too well.
30. How do you work in a team?
31. What contribution do you make to a team?
32. What would your colleagues say about you?
33. How would your boss describe your work?
34. Describe your ideal work environment.
35. Tell me about a time when you successfully managed a difficult situation in work.
36. When were you most happy at work?
37. Describe a difficult situation and what you did about it.
38. Who are you working best with at the moment? Why?
39. Who are you finding it difficult to work with at the moment? Why?
40. Describe how you typically approach a project.
41. Given a choice in your work, what do you like to do first?
42. On holiday, what do you miss most about your work?
43. Given a choice, what would you leave till last in your work?
44. What do you think you can bring to this position?
45. What do you think you can bring to this company?
46. How do you see this job developing?
47. You seem not to have too much experience in xxxx?
48. We prefer older/younger candidates.
49. You seem over/under qualified for this job....
50. Why did you leave xyz?

51. Why are you dissatisfied with your present job?
52. Why are you considering leaving your present job?
53. Why have you stayed so long/for such a short while with your present company?
54. Why were you out of work so long?
55. Why were you made redundant/let go/fired?
56. If we asked for a reference what would it say about you?
57. What sort of salary are you expecting?
58. What do you think your market value is?
59. On a scale of 1 to 10, with 10 being the highest, how important is your work to you? Why not 10?
60. How did you get your last job?
61. Why were you transferred/promoted?
62. Do you like to work in a team or on your own?
63. What do you like best about your present job?
64. What do you like best about your present organisation?
65. What did you learn in that job?
66. What did you learn from the xyz organisation's approach?
67. How did that job influence your career?
68. If you did not have to work what would you do? Why?
69. Given the achievements in your CV why is your salary so low/high?
70. What will you do if you don't get this job?
71. What other jobs have you applied for recently?
72. How could your boss improve his/her management of you?
73. What decisions do you find easy to make?
74. What decisions do you find difficult to make?
75. How does this job fit into your career plan?
76. How long do you plan to stay with this company?
77. From your CV it would seem that you move every so many years. Why is this?
78. When do you plan to retire?
79. What will you do in your retirement?
80. What training courses have you been on?
81. What training have you had for this job?
82. On what do you spend your disposable income?
83. On taking this job, what would your major contribution be?
84. How do you get the best out of people?
85. Which of your jobs have given you the greatest satisfaction?
86. How do you respond under stress and can you give a recent example?
87. This job has a large component of travel/sales/negotiation/stress. How will you cope with that?
88. What support/training will you need to do this job?
89. What will you look forward to most in this job?
90. What sort of person are you socially?
91. In your view, what are the major problems/opportunities facing this company/industry/sector?
92. How did you get into this line of work?
93. What other irons do you have in the fire for your next job?
94. What will be your key target in this job if we appoint you?
95. What aspects of this job would you delegate?
96. What makes you think you can be successful with us?
97. What are the major influences that encourage you to take a job?
98. How does the job sound to you?
99. What questions do you have for us?
100. Have you been coached in interviewing skills?

What questions have you for us?

You can almost guarantee that this will be asked towards the end of the interview. It is important that you have thought this through in advance. You may want to ask something that has come up during the interview or you may want to prepare some questions in advance. Don't ask a question if you are not truly interested in the answer; it will be obvious to the employer.

The following are some examples of questions you could ask the interviewer.

- **What are the company's strengths and weaknesses compared to its competition?**
- **What is the organisation's plan for the next five years, and how does this department fit in?**
- **Could you explain your organisational structure?**
- **How will my leadership responsibilities and performance be measured? By whom?**
- **What are the day-to-day responsibilities of this job?**
- **Could you describe your company's management style and the type of employee who would fit it best?**
- **What are some of the skills and abilities necessary for someone to succeed in this job?**
- **What is the company's policy on providing seminars, workshops, and training so employees can keep their skills or acquire new up to date skills?**
- **What particular computer equipment and software do you use?**
- **How much opportunity is there to see the end result of my efforts?**
- **Who will review my performance? How often?**
- **How much guidance or assistance is made available to individuals in developing career goals?**
- **Can you describe an ideal employee?**



6. After the Interview

It is important that when you leave the interview, you leave the interviewers with a good impression of you. Some hints to assist with this include;

- **Never apologise at the end of an interview. Even if you were a few minutes late arriving, do your apology at the beginning, no need to remind them of it now.**
- **Smile at them as you leave the interview.**
- **Act as if it has been a good interview. Say thank you to everyone. Say goodbye to everyone. Shake hands. Look at people and leave with a spring in your step.**

Do all of this even if you think the interview has been a disaster. How you feel about your interview is unlikely to bear any relation to how you have done. Indeed, most people are the worst judges of how they actually did.

7. Interview Follow Up

At the end of your interview, if you haven't been advised, ask when they think they'll be making their decision.

Many places don't automatically let people know if they haven't got the job; so one interview follow-up call is allowable. More than that can feel like badgering.

No matter how badly you think the interview went, if you want the job, always send a follow-up email or letter. Since most of us think of clever things to say after the fact, include one or two of those, referring to something specific from the interview.

Use phrases such as:

- 'I've given a lot of thought to our interview and...'
- 'Something you mentioned got me thinking...'
- 'What you said about _____ really struck home...'

If you don't get the job and you're curious as to why you didn't, phone up and get some feedback. It may help you for the next interview.







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