

### Pre Interview

1. **Do as much homework on the company as possible.** Look them up on their website, Google for recent stories in the press.
2. **Look the interviewer(s) up on Linked In** to learn about whom you are meeting.
3. **Study the job description thoroughly** and be ready showcase your skills and experience that match the key aspects of the role.
4. **Take time to write down questions** about the company and the role.
5. **Study transport and travel times, traffic and parking.** ALWAYS give yourself an extra 15-20 minutes.
6. **There is such a thing as being “too early”.** Five minutes is a good rule of thumb.
7. **If you are running late, call Plan B as soon as possible.** Do NOT send a text or email.
8. **Presentation is critical.** Ensure you are well groomed. Dress for the role you want!

### The Interview – Stage One

1. **First impressions are made in the first 5 seconds.** Smile, extend your hand out with confidence for a firm (but not too hard handshake) and greet the interviewer by name.
2. **Body language is 80% of communication.** Remember to sit up straight and keep your arms uncrossed.
3. **Don't smoke before the interview** and dispose of chewing gum!

### Stage Two

1. **Give detailed answers,** but don't stray off-track. A guide is to give 3-4 minutes per question. Remember, it will be you who is doing most of the talking!
2. **Conversely, don't under-talk** and give answers with little detail or reasoning.
3. **Actively listen to questions** and watch the interviewer's body language.

4. **Don't be afraid to ask the interviewer to repeat the question**, or ask for more time.
5. **Become familiar with the STAR behavioural interview model** (situation, task, action, result). There are plenty of good resources on the Internet.
6. **Study the job description for the key competencies**. Come prepared with previous examples that highlight these.

### **Common Behavioural Question Topics:**

- Going the extra mile for a customer
- Handling a difficult customer
- Handling conflict with a workmate
- Collaboration / teamwork
- Performing under pressure
- Managing competing priorities
- Adapting to change in the workplace
- Time management

### **Stage Three**

1. **Be ready with 2-4 questions of your own** about the role and company
2. **Ask the interviewer about what he/she likes** about working there
3. **Salary is generally discussed** in the final stages of the hiring process. You can benchmark the role on Seek or other job boards, to manage your expectations.
4. **Thank the interviewer(s) for their time**. Use their names, give a firm handshake. And smile!
5. **Follow-up with an email within 24 hours**, thanking the interviewer for their time and confirming your interest. Beyond this, wait for them to contact you.