

# Mastering the Job Interview

*The way you behave throughout the interview is just as important as how you answer questions. Make a good impression from the time you arrive until the time you leave.*

- ▶ At the start, make sure you shake hands and make eye contact with everyone you are introduced to, including each of the interviewers (there may be one, two, three or more). You might also be introduced to others (for instance, if you are given a tour of the organisation). Use the person's name, and also give your name if it has not already been announced. For example: *'Hi John, my name is Ben, I am pleased to meet you.'*
- ▶ Smile, even if you are nervous.
- ▶ Do not sit down until you are invited.
- ▶ Do not take food or drink into the interview. If you are offered water, accept it – drinking from a glass is nicer than drinking from your own bottle.
- ▶ Use the interviewer's name when responding to a question or instruction. For example: *'Yes Betty, that's right, I have just finished my course so I am available to start work now.'*
- ▶ While you are giving your answers to the questions being asked, it is important to include everyone. So, if there is more than one interviewer, don't just look at the person who asked you the question the whole time you are responding, look at the others from time to time as well.
- ▶ Don't try to answer a question you didn't hear properly or you don't understand. Sometimes when we are nervous we lose concentration, that is OK, but be honest. If you don't understand an instruction or question, say *'I'm sorry, I didn't quite hear all that, could you repeat that please?'*, or *'I'm sorry, I am not sure I understand you correctly, what would you like me to do?'*
- ▶ Avoid giving 'Yes' or 'No' answers. For example, if you are asked if you have a driver's licence, you might say: *'Yes, I've had my licence for nearly three years'*, or *'No I don't have a driver's licence, but I am on my 'L's' and I can book in for my test in a month's time.'*
- ▶ Aim to answer each question with enough details to impress the interviewers, while avoiding talking for too long and repeating things. Some questions will take longer to answer than others, for example, behavioural interview questions will take longer to answer than *'When can you start?'*. Take notice of the interviewers' reactions. If they are checking their watches, shuffling papers, fidgeting while you are talking, you may have been talking for too long. If you are unsure, check with the interviewer, e.g. *'Have I answered your question?'*
- ▶ At the end of the interview, before you leave, thank them for taking the time to interview you and shake hands again.
- ▶ Do not turn on your mobile phone or eat or drink anything until you have left the building.
- ▶ The following day, if possible, contact the main interviewer or the person who arranged the interview and thank them once again for the opportunity to attend the interview. You can do this by phone or email.

Information also available on <http://careers.angliss.edu.au>

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