

Job Interview Event

***Master**

Job Interview Competition

Student Instructions

Procedures:

- You will be evaluated on the below listed competencies. Be very familiar with them, and develop them in your presentation.
- You may use notes, but only those created during your preparation time.
- You will have 10 minutes to prepare and 10 minutes to interview.

Competencies/Indicators to be evaluated:

- Demonstrate effective verbal communication by:
 - Using proper grammar and vocabulary
 - Addressing people properly
- Complete a job application
- Complete an employment interview to include
 - Pleasant, sincere approach
 - Appropriate appearance
 - Proper posture
 - Complete and concise responses
 - Appropriate questions asked of potential employer

Event Situation:

You are a Marketing student interested in securing part-time employment. A local bookstore, **Books R Us**, is looking for a part time bookseller. **Books R Us** is locally owned and has been in the community for 20+ years. They have a reputation for providing exceptional customer service through three core service principles – making the shopping experience interactive and engaging – enthusiastically sharing knowledge about products/services – meeting the needs of the customer.

This position will require the successful candidate to deliver exceptional customer service that ensures sales & high levels of customer satisfaction, greet and establish rapport with customers, proactively engaging them in conversations about products/services/promotions to determine their needs and recommend the right products. This position is responsible for ensuring that all customer transactions are processed accurately and successfully and selling Memberships, gift cards, Kid's Club and other sales incentives.

The successful candidate for **Books R Us** will:

- Have strong communication skills
- Spend the majority of time on the selling floor
- Assist in any area of the store as needed
- Adhere to all inventory and loss prevention standards
- Recover the selling floor by gathering & restocking items, straightening bookcases, maintaining tables in Café, maintaining restroom cleanliness and performing other store housekeeping tasks

You have already submitted your online application and are now preparing to interview with **Books R Us** Owner.

Job Interview Competition

Judges Instructions

Procedures:

- Please review the student instructions to better understand the event and your role.
- The student will have 10 minutes to prepare and 10 minutes to make a presentation.

Event Situation:

You are the Owner of **Books R Us** a local bookstore. **Books R Us**, is looking for a part time bookseller. **Books R Us** is locally owned and has been in the community for 20+ years. They have a reputation for providing exceptional customer service through three core service principles – make the shopping experience interactive and engaging – enthusiastically sharing knowledge about products/services – meeting the needs of the customer.

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Please ask the following interview questions of each candidate:

1. Tell me a little about yourself that would make you a good fit for **Books R Us**?
2. How do you feel about working for a small, community based business?
3. How would you handle a customer who is difficult to please and complains about every suggestion you make to them?
4. Of all the tasks involved in this position, which is the least appealing to you?
5. What personal characteristic do you feel will help you most in this position?
6. How has your Marketing Class made you a good candidate for this position?
7. Do you have any questions?

Evaluation: The event begins when the student approaches you

- Although work experience is important, please do not evaluate students on their employment, rather on their Marketing Education experiences and job acquisition abilities.
- Evaluate the application on student ability to follow directions and completeness of the application.
- Please be realistic and remember we are trying to create a positive, educational experience for our students.

Student Name:**ID:****Job Interview Evaluation**

	Excellent	Good	Fair	Poor	Total
Complete an application by:					
1. Following directions	5	4	3,2	1,0	
2. Answering all requested information (no blank spaces)	5	4	3,2	1,0	
3. Applying correct spelling	5	4	3,2	1,0	
Complete an interview					
a. Create a positive first impression to include:					
4. Pleasant, sincere approach	5	4	3,2	1,0	
5. Firm handshake	5	4	3,2	1,0	
6. Proper posture	5	4	3,2	1,0	
7. Good eye contact	5	4	3,2	1,0	
8. Appropriate appearance	5	4	3,2	1,0	
9. Proper grammar and vocabulary	5	4	3,2	1,0	
b. Answer the following questions with complete and concise responses:					
10. Question #1	5	4	3,2	1,0	
11. Question #2	5	4	3,2	1,0	
12. Question #3	5	4	3,2	1,0	
13. Question #4	5	4	3,2	1,0	
14. Question #5	5	4	3,2	1,0	
15. Question #6	5	4	3,2	1,0	
16. Asked appropriate questions of employer	10, 9, 8	7, 6, 5	4, 3, 2	1, 0	
17. Overall Impression	15,14,13,12	11,10, 9, 8	7, 6, 5, 4	3, 2,1,0	