



Australian Government
Department of Education,
Skills and Employment

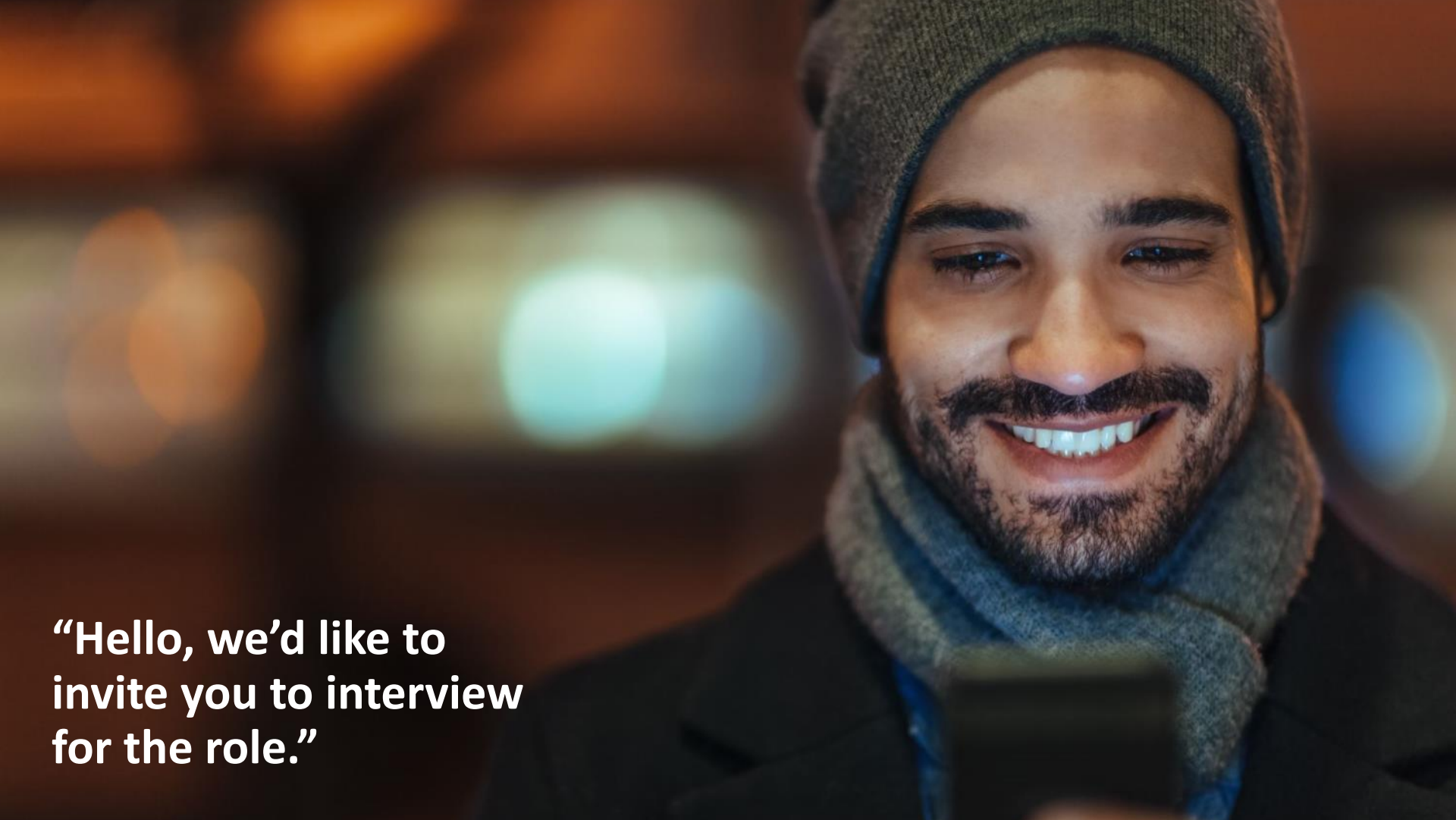
Acing that interview

to win that retail job!



Today we'll cover

- Types of interviews
- Preparing and practicing for interviews
- Dealing with nerves and difficult questions
- What interviewers are looking for
- Hear from our guest speaker
- Tips for the day of the interview
- Things to do after your interview is over
- Follow up and questions.

A close-up portrait of a man with a beard and mustache, wearing a grey knit beanie and a matching scarf. He is smiling warmly while looking down at a smartphone held in his hands. The background is dark and out of focus, featuring several bokeh light spots in warm orange and cool blue tones, suggesting an outdoor night setting.

**“Hello, we’d like to
invite you to interview
for the role.”**

Types of interviews

- In-person interview
- Phone screen / phone interview
- Video interview
- Group interview
- Assessment centres



**Ace that
interview**

Preparation

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Practice



Prepare

Do your research and prepare answers based on:

- the job advertisement - how you fit the skills and experience they are seeking
- common interview questions – like why you would make a great addition to the team

Read about the company and prepare one or two questions based on what you learned.

List any other questions you want to ask about the job, conditions, culture of the company etc.

Be prepared to talk about:

- your previous experience (and the skills you have)
- your availability and preferred hours
- your interests and other commitments.

Practice

Everything gets better with practice!

- **Ask a friend or family member to give you a practice interview**
- **Seek their feedback about your performance and try again**
- **Practice in front of the mirror.**



What kinds of questions get asked in a retail interview?

Common questions could include:

- Questions about customer service or how you might handle a difficult customer
- Situational problems – ‘what would you do if this happened?’
- Practical skills – use of registers or stock tools
- Your availability – particularly during Christmas and peak seasons

Dealing with the 'difficult' questions

Don't panic!

Difficult questions are part of the working world:

- Be honest, tactful and brief.
- Remember that one bad work experience won't ruin all your future roles.
- Learn from mistakes and move forward.

Feeling nervous?

- Everyone gets nervous sometimes
- Do your research, prepare and practice
- Watch your speech speed – slow down
- Take a deep breath
- Try the ‘superhero’ pose
- Remember that the employer wants you to succeed – they need you and your skills!



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Guest speaker: Kellie Annear

QBD Books Regional Manager



On the day

- Dress the part
- Be on time
- Be polite, smile and relax!



Tips for other kinds of interviews



Video interviews



Post interview

- Reflect back on your interview – what can you learn?
- Keep your phone on and check your emails
- Contact your referees
- Follow-up with the employer
- Keep looking!



Takeaways

- Prepare for your interview - do your research about the role and the organisation
 - Practice your responses
 - Plan for difficult questions
 - It's natural to be nervous – you can get through it
 - Dress the part and be on time
 - Follow up, answer your phone and contact referees.
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- Remember that a bad interview doesn't mean you'll never get a job – just learn from it and move forward. It's all good practice.

The background is a vibrant teal color, densely populated with numerous speech bubbles of various colors including yellow, pink, red, and light grey. Each speech bubble contains a dark blue question mark, creating a pattern that suggests a Q&A session or a period of inquiry.

Any questions?

Thank you!

