

Interview Assistance

Interview Do's

Preparation

It is important to prepare for your interview. By completing a little research on the company you are interviewing with you will give the impression that you are detailed and thorough person and are taking this opportunity seriously. There is no need to recite their website word for word but reading up on the company and having a general idea of the size and the culture of their business you are putting a foot in the right direction from the start.

Presentation

First impressions count. This includes your personal presentation. You want to look sharp but at the same time feel comfortable and confident in what you are wearing. Your presentation should reflect your professional side. A company is more likely to hire a candidate that has made effort to be well presented as they will best represent their company.

- If you are unsure, wear a suit, which is an acceptable uniform across Hospitality.
- Perfume or aftershave should be subtle.
- The smell of cigarette smoke on your clothes or breath is unlikely to present a great first impression. Fresh breath is important.
- Keep jewelry and hair sharp and business like.

Punctuality

Arrive on time. This means being in the Reception of your interview 10 minutes prior to your scheduled time. Any earlier than 10 minutes can be disruptive to your interviewer's schedule.

Obtain clear directions for the location of the interview and plan your journey, (View Whereis) allowing plenty of time to arrive. If you are unavoidably delayed, notify the company or HRS immediately giving the reason and your estimated time of arrival.

Always allow yourself 10 minutes extra to ensure you are calm and composed when you walk in to the interview.

During the interview

Introduce yourself in a professional manner. Ensure you are clear and confident in your speech. (Sometimes taking 3 deep breathes before walking into the interview can assist in calming any interview nerves).

Be confident and maintain a sharp alertness. Nerves in an interview can portray you differently to how you really are. Hospitality is about personality and you want to be relaxed and allow the interviewer to see the real you rather than rehearsed answers to standard questions. The ability to remain confident during an interview will also relate to your confidence in ability to complete the job you are applying for.

Be prepared to show how your experience would benefit the company without being over confident or cocky.



Ask questions – this is where your preparation of research can be subtly injected into the interview. Ask questions that relate to the company's products and the position for which you are being interviewed for. This highlights your interest and ability to commit your enthusiasm to this position.

Don't rush your answers, take your time to construct your answers and avoid moving away into another direction to avoid the question asked. If you are unsure of an answer say so.

Show enthusiasm to get a foot in the door and confidence that your ability will speak for itself.

Anticipate questions you're likely to be asked and have answers prepared in advance. Uncertainty and disorganisation show the interviewer that you are unprepared and unclear what your goals are.

Thank the interviewer for their time and that you have appreciated the opportunity to meet with them.

Interview Don'ts

Be late for the interview. It's not a great start and may be met with a cancellation of the interview if you are considerably late and haven't called to advise.

Attend the interview unprepared.

Speak negatively about previous employers regardless of the situation and your true feelings about them.

Give vague responses to questions or be untruthful in your answers.

Overemphasise remuneration and pay conditions. This certainly can be raised towards the end of your interview but should never be seen to be your sole purpose or drive. The first priority is to sell yourself in order to be offered a position, the salary discussion is secondary.

Show any reservations you may have about the role/company. You can always turn down second interviews and job offers after you have had time to review. You never know what other opportunities that they might have.

Express strong prejudices or any personal intolerance.
Leave your mobile phone on during the interview.

Body Language Do's

Ensure a firm handshake. A firm handshake shows confidence in yourself and your abilities.

Maintain a high level of eye contact throughout.

Remember not to be seen to be staring. Look away occasionally, looking confidently and calmly to the right or left; never look down.

Show that you are paying attention and listening to what is being said. Smile, nod, and acknowledge the interviewer.

Body Language Don'ts

Have a poor/limp handshake.

Be aggressive or act in a superior, conceited or overbearing way.

Use slang, swear or make derogatory comments.

Look distracted, look down or avoid eye contact.

Talk too much or randomly. Answer questions as asked, without being abrupt; answering the question in a concise way to show you have a clear understanding of what you mean.

Your Questions

The interview is a two-way process. You need to interview the company to find out if the company and the position are right for you. Prepare the questions that you want answered and ask them. If you ask open questions, e.g. those beginning 'What?', 'How?', 'Where?', 'Who?' or 'Will?' it will encourage your interviewer to talk and provide you with additional information.

Consider some of the following:

What will my responsibilities be?

Who will I report to and are there persons reporting to me?

What encouragement is given to undertake further training?

Who are your customers?

Where is the future scope for the company?

How soon will you decide on the appointment?

What is the next step?