

Welcome to your guide...

50 INTERVIEW QUESTIONS AND ANSWERS!

(Powerful, Top-Scoring Answers To Difficult Job Interview Questions!)

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PASSMYINTERVIEW

Q1. Tell Me About Yourself.

"Over the years, I have built up a diverse set of skills, qualities, and experience that are a match for this job description. I have experience in managing lots of varied tasks, collaborating with others as part of a team, and of communicating positively with customers and clients.

I have a track record of achievement. For example, in my last role, I helped the company successfully launch numerous new products and services, and this was achieved by using innovative marketing techniques and providing great customer service.

I am the type of person who will never shy away from difficult challenges. I am a fast learner which means you won't have to spend time constantly supervising me, and I will always embrace changes positively to ensure your company stays at the forefront of this industry.

If you hire me, I will take responsibility for my ongoing development and I will act as a positive role model for the business in everything I do!"

Q2. Why Do You Want to Work Here?

"I want to work here for several reasons. Having researched your company it is clear you support your employees, you have ambitious plans for the future, and you are responsible for everything you do.

I want to work for a company where I will feel proud to go to work every day, and where I will be pushed and challenged in my role because this will help me to continually develop as a person.

Finally, I want to work here because you have a track record of achievement. We spend a lot of time at work and I want that time to be put to good use with a successful organization."

Q3. How Did You Hear About This Position?

"I heard about this position because I follow your company online via social media. I have been specifically on the lookout for this job to be advertised. I have wanted to work for you for some time, so I have held a specific interest in your job advertisements."

Q4. What Are Your Greatest Strengths?

"My strengths include the fact that I am a good collaborator. I enjoy working as part of a team and I am not afraid to take on difficult challenges that are outside my comfort zone. Other strengths include the fact that I am a good communicator. Whilst speaking with customers, clients, or company stakeholders I will always respond in a timely manner and I will never forget that I am representing your organization. I am also very good at organizing and planning my work, and will willingly take on duties or responsibilities that are outside of the job description. Finally, perhaps one of my greatest strengths is the fact that I always embrace change positively. I see change as a positive thing and I will work hard to help the business stay ahead of its competitors."

Q5. What Do You Know About Our Company?

"Before applying for this role, I spent time researching your company to ensure it was somewhere I'd want to stay working at long-term and to ensure I could help you progress through my skills, knowledge, and experience. You were established in the year XXXX, and your main goal is to provide niche, innovative products, and services that your customers need. Your company strives to provide outstanding customer service, to ensure it is sustainable long-term, and to ensure it is environmentally responsible. Your latest news posts on social media posts informed me that you have also been active in local communities by raising money for good causes. All of these things made me want to work for you even more and I am confident I can add significant value to the business in this position."

Q6. Why Do You Want To Leave Your Job

"I want to leave my job simply because I am ready for a fresh challenge with a new and exciting company that has exciting plans for the future. I have enjoyed working for my employer; they have been very supportive, and we have achieved many great things together whilst I've been

working there. However, now is the right time for me to move on and to push myself even further with hopefully your company in this role."

Q7. Why Should We Hire You?

"You should hire me for several reasons. I am a very positive person who enjoys the challenge of working on difficult tasks and projects. Over the years, I have built up numerous transferrable skills and qualities that I believe are a solid match for this job description. I have experience working alone and collaborating as part of a team. I am a solid communicator who will take good care of your customers and clients, and I will always go above and beyond what is expected in this role. You should hire me because I appreciate you have worked hard to build your business, and being someone who is adaptable to change, I can be relied upon to support you in your long-term commercial goals. You should also hire me because I am a fast learner. This means you won't have to spend time your valuable time closely monitoring or supervising me. Finally, you should hire me because I will always take care of my ongoing professional development. This means the skills and knowledge I possess will always be purposeful and relevant to the position."

Q8. How Would You Handle A Conflict With A Co-Worker?

"I would try and resolve the conflict myself. I believe we, as responsible and mature co-workers, should attempt to resolve any conflict before involving our manager. I will, first of all, assess whether I was doing anything to contribute to the conflict before speaking to the person in private to find an amicable way forward for the sake of the wider team."

Q9. What Can You Bring To The Company?

"I can bring numerous things to your company. I can bring a positive, can-do attitude that rubs off on other people. I can bring a level of skill, knowledge, and experience that is a match for the job description. I can also bring a creative mindset which means I will always seek ways to help your business grow through innovative ideas and the ability to embrace change positively."

Q10. Why Do You Want This Job?

"I want this job because I am passionate about this type of work and, having studied the job description, I believe I will gain a huge amount of job satisfaction in the position. I also want this job because you are a forward-thinking company that is dedicated to continuous improvement, you are ambitious, and totally dedicated to providing an inclusive and supportive environment that your staff can excel in."

Q11. Describe A Time Where You Solved A Problem Outside Of Your Comfort Zone.

In a previous role, I noticed the same customer queries were being raised daily. I felt it was my duty to assess the queries, and use my initiative to help improve customer service standards and save the company valuable resources. I started by collating a list of the recurring customer service queries that were being raised on the telephone. I then asked my supervisor for permission to speak to the company's IT department to ask them to create a frequently asked questions page on our website that customers could quickly refer to. This would save our customers time having to telephone the company for answers. To ensure I kept an open mind about the type of queries being raised by our customers, I spoke to every other team member to obtain their views based on their own experiences of dealing with our customers. Once I had concluded my research, and I had spoken to the IT department, a new frequently asked questions page was published on the company website. This resulted in improved customer service and decreased calls coming into the company which helped free up valuable staff resources.

Q12. Provide An Example Of When You Took Ownership Of A Situation.

In a previous role, I noticed several team members were constantly arguing and disagreeing about the direction in which the company was heading. Their conflict was starting to harm team morale and output. I felt it was my responsibility as a member of the team to try and facilitate a resolution to their conflict so the team could return to its previous levels of productivity. I started by considering carefully what I wanted to say, and how I was going to say it. Once I had a plan of action, I asked to speak to them both in private. I explained to them calmly and professionally that I was concerned about the conflict they were experiencing, and I gave examples of situations I had witnessed. I then went on to outline how their actions were not helpful to the team. I asked them to consider coming up with an amicable agreement moving forward and

suggested they should work together on a team project as this would help to improve working relationships. After listening to what I had to say they were both shocked to hear that their actions were impacting badly on team performance, and they agreed to solve their differences moving forward. Soon after that meeting, their working relationship improved significantly and the team returned to full productivity levels.

Q13. What's Your Biggest Weakness?

"My biggest weakness is the fact that I find it difficult saying no to people. I have a tendency to say "YES" to everything, and in the past, this has led to me getting overwhelmed. However, a strength of mine is that I am aware of my shortcomings and always seek ways to improve. Before saying yes to things now, I am learning to be more mindful and to assess whether or not I have the capacity to take on the extra responsibilities."

Q14. What Is Your Greatest Achievement?

"My greatest achievement is helping the team I was a part of in a previous role win a significant sales contract for our employer. We worked hard over a three-month period to put together a tender that the client would find hard to turn down. Whilst working on the tender we focused on creating something that the client would benefit from a long-term commercial perspective. It was a great achievement because the competition was fierce."

Q15. What's Your Ideal Work Environment?

"My ideal work environment is one that is positive about change, where everyone is working towards a combined mission, and where there is a can-do attitude to overcoming problems and challenges. I prefer the type of work environment that is busy, where there is pressure to achieve goals and targets, and where the management team and supervisors are all supportive and encouraging."

Q16. Tell Me About A Time When You Disagreed With Your Boss?

"In a previous role, I was in a meeting discussing the plans for the future of our company. My manager wanted to employ a new member of staff who would specifically have the responsibility of handling customer calls. I did not think this was a good idea for several reasons. By only

employing one member of staff it would mean nobody would be available to answer the calls if that person was off sick or on annual leave. I suggested we should not hire anyone and simply share the workload amongst everyone in the office. Not only would this have the company money and time in training up the new person, but it would also mean there would be someone available all the time to answer the calls. My manager agreed with my suggestion."

Q17. Tell Me About A Conflict You've Faced At Work.

"Two members of a team I was a part of did not like each other. They were constantly falling out and arguing. I detected their conflict was starting to impact negatively on the team, so I decided to intervene. I spoke to them both in private to explain my concerns. I gave them several examples of how their negativity was preventing the team from moving forward. I asked them to try and find a compromise for the sake of the team, which they agreed to. Soon after I had intervened, their working relationship significantly improved, which had a positive effect on the team moving forward."

Q18. What Skills Do You Possess That Would Be An Asset To Our Team?

"I am a very conscientious person who takes the time to learn and develop new skills correctly. I have vast experience working in a customer-focused environment and fully understand that customer satisfaction is important. Without the customer, there would be no company, so it is important that every member of the team works towards providing a high level of service. I am a very good team player and can always be relied upon to carry out my role to the highest of standards. I am a flexible person and understand that there is a need to be available at short notice to cover duties when people are off sick if required. In addition to these skills and attributes, I am a very good communicator. I have experience of having to communicate to customers in my previous role and believe that this would be an asset in this role. Finally, I am very good at learning new skills which means that I will take responsibility for my own ongoing professional development."

Q19. Tell Me About A Time You Showed Leadership Skills.

"In a previous role, the manager was off on annual leave one particular week. A difficult decision had to be made in respect of stock levels. The stock was running low and one of our usual

suppliers did not have any stock available. I decided to take the lead and search for a new supplier who could help us out. When I managed to find a supplier, it transpired the cost of them to supply our usual goods was going to be more expensive than our usual supplier. However, I decided to go ahead and order from them anyway because I thought it was important to maintain stock levels as our loyal customers depended on us."

Q20. What Did You Like Least About Your Previous Job?

"There wasn't much I disliked. However, if I had to choose something it would be the fact that I felt we could have achieved so much more as a company. I did not feel the company owners were ambitious enough but I never said anything as I did not feel it was any of my business. I am naturally an ambitious person and I always like to keep moving forward and achieving new things."

Q21. Can You Explain The Gaps in Your Employment?

"Yes, I took some time out of work to travel and explore new cultures and different ways of life. It was a fantastic experience that has made me a more rounded person who can see different viewpoints and opinions. It also helped make me more creative which I think will be of benefit in this role."

Q22. If You Were an Animal, Which One Would You Be And Why?

"I would be a squirrel because they are flexible, adaptable, bold, and incredibly fast workers."

Q23. What Motivates You?

"I am motivated by continuous personal improvement, by providing for my family, and by having workplace goals that ensure I am constantly moving forward. I believe that, if you have a goal to work towards in life, you will always be happy. At present, I am saving up for a deposit to buy my first home and I realize the only way I will achieve that goal is if I work hard and perform well at work."

Q24. Tell Me About a Time You Made a Mistake.

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"I recall sending out the wrong customer order one day due to the fact it was a very busy period time for the business. The mistake was due to the fact I was distracted by speaking to another customer on the telephone whilst processing the order. As soon as I realized I had made the mistake, I apologized, informed my manager, and took proactive steps to prevent the same situation from reoccurring. I put a double-check system in place to ensure no customer ever received the wrong order again. Whilst making mistakes is rare for me, if I ever do make a mistake, I will always be honest about it and look for ways to improve."

Q25. Tell Me About A Time When You Went Above And Beyond What Was Required At Work.

"My manager came into the office one day and he said that another department within the business needed someone to help out for a few weeks to cover a staff shortage. I looked around the office and nobody was offering to help, so I decided to be the one to volunteer. Although this wasn't required, I thought it would be a good opportunity for me to learn some new skills and to help out the organization in its time of need. The fact I had no idea what I was going to be doing didn't concern me. This was a chance to learn something new and to find out how another department within the business operated. The next day I started work in my new team and I was required to deal with customer queries on the telephone and by email. Although I found the work monotonous, it was a great experience because it taught me the importance of always providing excellent customer service. Customer service is the bedrock of any successful organization and the work I did for that department just served to reaffirm that belief."

Q26. Describe A Situation When You Had To Work With Limited Resources.

"I was working as part of a team developing a marketing strategy for one of the company's clients. It was a big client and one that was extremely valuable to the business. Halfway through the project, two members of staff fell ill and they were going to be off work for a couple of weeks. This situation put the project in danger of being completed on time, so I assessed our options. No other members of staff were available to help from other departments and there was no way I was going to extend the deadline. We simply had to get the project finished, so I decided to assess which tasks could be outsourced. I then hired a freelancer from the website Freelancer.com after getting approval from my manager, and this proved to be a great decision.

The freelancer worked in a different time zone to us, so as soon as we came into work each morning, he had finished the tasks we had set him the day before. By being creative, and by exploring our options, I was able to get the project finished and delivered to the client on time."

Q27. How Would Your Boss and Co-workers Describe You?

"I believe they would describe me as conscientious, dependable, trustworthy, hard-working, and diligent. In previous roles, my managers would often praise my resilience in difficult situations and my ability to solve challenging problems by thinking outside the box. In terms of my weak areas, I think they would say I can sometimes be a little bit too sensitive. I believe my sensitivity is down to the fact I am very passionate about things and I genuinely care."

Q28. Tell Me About A Time When You Were Not Going To Be Able To Deliver On A Promise You'd Made.

"In my last job, I had to let down a co-worker who I had promised I would spend time helping them to develop a new workplace skill. They were seeking promotion and they wanted to broaden their knowledge in my area of expertise. My manager had asked me to carry out an important task for her on the same day that I was due to help my work colleague, and after weighing up which was more important, I decided to let my colleague down. I apologized, explained the reason why I couldn't deliver on my promise, and then rescheduled for the following week instead."

Q29. Tell Me About A Time You Disagreed With A Team Member.

"I was tasked with working on a technical web-based project in a previous role with another team member. It was our responsibility to work together to get everything finished within four weeks for the client. At the start of the project, we both disagreed on an appropriate plan of action, and a way of working. This was because we both came from different technical backgrounds, and we had very different ways of working. I listened to my work colleagues' suggested approach to completing the project, and I considered the best way forward that would ensure the needs of the project came first. I agreed to compromise on several areas of the project but stood my ground on the ones where I felt I had the strongest areas of expertise and experience. After in-depth discussions, and a few heated debates, we managed to agree on a

great plan of action that would ensure the project was completed on time and to the necessary standard and specification."

Q30. Tell Me About A Time You Failed.

"In my early days of employment, I undertook an online course that was provided through work. Because I was overly confident in my abilities, I didn't do as much homework as I should have done, and I ended up failing the end-of-course examination. I was horrified when I found out I had failed and I put in place immediate steps to make sure it never happened again. I learned a lot from that experience and I never made the same mistake again. I believe it was a positive thing because it made me a far better planner and organizer moving forward."

Q31. Tell Me About A Time When You Had To Overcome A Challenging Situation At Work.

"It was late on a Friday afternoon when the company website went down. This situation had potentially disastrous consequences for the business because an online sale was due to commence at 9 am on Saturday, and the company depended heavily on the sales. Because I genuinely cared for the company, I agreed to stay behind late after work with my manager to try and resolve this challenging problem. The clock was ticking, and we needed to work fast. My manager asked me to start calling around local IT companies to see if they could help. Unfortunately, because it was late on a Friday, none of the local IT companies were answering the telephone. I then came up with an alternative idea, and that was to try and hire a freelance web developer online. After fifteen minutes, I was able to find a suitable IT expert on the website UpWork.com who had exceptional reviews and was able to start work immediately. I then set up a quick Skype call with the developer, and despite his English not being very good, I managed to explain the problem in sufficient detail. After ninety minutes, and several additional communications with the IT expert, he was able to find a solution, and get the website back up and running again. Finally, I asked the contractor to provide me with a step-by-step tutorial for ensuring the same problem never happened again. By using my initiative, and a patient and calm style of communication, I was able to find a solution to this challenging problem that ensured the online sale could go ahead the following morning."

Q32. How Would You Deal With A Difficult Customer?

"Whilst dealing with the customer, I would remember to follow my training and remember that I am representing your company. I would listen to the customer, ask them a series of questions to establish their concerns or issues, before suggesting a course of action that would quickly resolve their problem. At all times I would try to establish a common connection with the customer; I would be attentive, and I would make sure I demonstrated effective listening skills with an open style of body language."

Q33. Why Are You Interested In This Position?

"I am interested in this position for several reasons. The first reason is that I am passionate about this type of work; it is something I very much enjoy doing, and the skills and qualities I possess will mean I can add value to your company in this role. I am also interested in this position because having researched your company, I am attracted to your values, your track record of achievement, and the fact that you clearly have ambitious plans for the future. This position, if I am successful, is one that I can see myself working in for many years to come whilst growing both personally and professionally."

Q34. Tell Me About A Time When You Went Above And Beyond For A Customer.

"I was talking to an elderly customer on the telephone. They were worried about placing an order from our website because of security concerns. Company call handling procedures dictated that I needed to respond to each call within 2 minutes. However, in this situation, I felt it was my responsibility to go above and beyond, and spend more time helping the customer. I started out by reassuring the customer, explaining in simple terms how our payment system worked, and that it was 100% secure. I then spent time talking them through the online ordering process in a step-by-step manner whilst reassuring them along the way. All in all, the call took eight minutes to complete, but by going above and beyond what is normally expected I was able to make the customer feel comfortable, and get their order processed successfully."

Q35. What Makes You Unique?

"The thing that makes me unique is the fact I am commercially aware. I understand, that for your business to succeed, I must act as a positive role model for the company, I must continually

strive to go above and beyond what is expected, I must be creative in helping the business to grow, and I must take care of resources to help the company save money whenever possible."

Q36. How Would You Deal With A Customer Complaint?

"I would handle a customer complaint by always adhering to the organizations' customer complaints policy. I would listen to the customer; I would ask them questions to get to the bottom of their complaint, and I would apologize unreservedly if the company was at fault. I would then offer a resolution to the complaint and check with the customer to see that they were satisfied with my proposal. I would then take immediate steps to resolve their complaint and keep them updated on progress throughout the process. Finally, I would apologize to the customer once again before taking note of any improvements that could be made to prevent the same mistake from happening again in the future. I would also share those findings with my co-workers."

Q37. Describe Yourself In 3 Words.

"The words I would use to describe myself are innovative, commercially aware, and trustworthy. I am innovative because I will always seek ways to help the business grow and I will solve problems by looking at them holistically, I am commercially aware because I will place an emphasis in my work on helping my employer grow by seeking ways to help increase sales. Finally, I am trustworthy because I will never let you down and I will act positively and professionally whilst representing your company."

Q38. How Would You Describe Your Personality?

"I would describe my personality as someone who is positive and enthusiastic. I believe you can overcome any challenge that comes your way if you have a positive mindset, and you focus on your objectives. I would describe my personality as confident. I am confident in my abilities, and I am confident when communicating with customers, clients, and co-workers. I am also reliable and trustworthy. I appreciate you have worked very hard to build your business, and you can trust me to be a good role model for the company, to go above and beyond what is expected, and to be adaptable and flexible. Finally, I would describe my personality as selfless. Although I have my own ambitions and goals, I will always put the needs of the team first and be a supportive team member."

Q39. What's Something You Used To Believe, But Now You Don't?

"I used to believe that people who are successful were lucky. I no longer believe this. I now believe we can all achieve whatever we want to in life, and those people who have achieved their goals have done so through hard work, perseverance, learning from others, and a total focus on their personal professional development."

Q40. Describe Yourself In One Word!

"I would describe myself in one word as INDUSTRIOUS. This means I will always work hard to help your business succeed and prosper. For example, in a previous role, I recommended different ways to my manager that we could improve customer service standards by implementing a new online customer feedback facility."

Q41. Tell Me About Your Best And Worst Days At Work?

"My best day at work was when the team I was a part of managed to beat all previous sales figures for a week. We achieved this record by offering great customer service, by seeking different ways to promote company products online, and by running a 24-hour sale for our customers. It was a fantastic achievement and we all felt a great sense of achievement for beating the previous record. My worst day at work was when I made a foolish mistake. My boss had given me an important task to complete but I didn't listen to her brief properly. This meant I failed to carry out the task to the requested standard. I felt really bad for making the mistake. However, I apologized immediately, I put things right, I learned a lot from the situation, and I never repeated the same mistake again."

Q42. If You Could Choose Any Superpower, Which Would It Be, And Why?

"I would choose to be able to fly because that would mean I could get everything done quicker, I could travel from task to task much faster, and I could also pick up things for the company when needed, help save them money, and also deliver urgent products to customers if needed."

Q43. How Do You Handle Stress Or Pressure?

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"I handle stress and pressure by always ensuring my work is organized, and by maintaining a to-do list and a diary of everything I am responsible for. I prefer it when I am busy, so I believe I am at my best when I am under pressure to deliver on multiple tasks and projects. I handle stress by remaining calm, by being mindful of what I need to do, and by also trying to look ahead and foresee any problems that might occur. By combining all of these things I am able to confidently handle the stress and pressure that comes with this position."

Q44. Tell Me About A Time When A Work Colleague Was Not Keen To Help You.

"When I first started working in a previous role, I needed help from a senior member of the team but he appeared to not want to help me. He kept saying he was too busy to help, which meant I was unable to carry out my tasks. He was very cold towards me but I was determined to get his help. During a tea break that morning, I decided to sit next to him in the office canteen and I started to ask him questions about how long he had been at the company for, and what type of work he did. I managed to find a common connection with him which helped to improve communications. Later that morning, when we started work again, he came over to me and said he now had some spare time to help me. By altering my style of communication during the tea break, I was able to build a bond with him which enabled me to get what I needed."

Q45. Tell Me About A Time When You Made A Decision Without Consulting Your Manager Or Supervisor.

"I was working at the weekend on an important project and I needed to get it finished before Monday morning. When I started work on Saturday morning, my laptop developed a fault that I could not fix. The clock was ticking and I needed to make a quick decision about the laptop. I couldn't get hold of my manager to get clearance for buying a new laptop so I decided to go ahead and buy it for the sake of the project and then get approval later. Any purchase greater than $500 needed to be approved by my manager but this was not possible at the weekend. I went ahead and bought the laptop that morning at my local store and finished the project the following day. When I spoke to my manager on Monday he agreed it was the right thing to do."

Q46. Tell Me About A Time When Your Actions Resulted In A Positive Impact In The Workplace.

“At work, I was frustrated with the fact that we kept running out of internal office supplies. There was no system in place to keep a check on stock levels which meant once we had run out, we needed to wait three days for the new order to be delivered. I decided to create an online inventory stock level sheet in excel that everyone could update once they had taken stock from the supplies cupboard. I created the sheet so that once certain levels had been reached, I received a notification which meant I could order the supplies so that we never ran out. I uploaded the sheet to Google Docs and asked everyone in the office to maintain it. Although this was a small creation, it made things smoother and more efficient in the office and my manager praised me for using my initiative.”

Q47. What Do You Like to Do Outside of Work?

“I like to keep myself fit and active which means I spend some evenings during the week in the gym and out cycling. I find the fresh air and the physical stimulation help maintain optimum concentration levels whilst I am at work. I also like to spend time with my family and every weekend we go out somewhere new to experience different places. Finally, I always make sure I am learning something new. I recently bought an acoustic guitar and I have been learning how to play this in my spare time by watching YouTube videos.”

Q48. What Are Your Salary Expectations?

CANDIDATE: Before coming along to the interview today, I researched the salary range for this position, and it comes out between $80,000 - $125,000. Based on my track record of achievement, and the fact that I can add significant value to your business, I believe I am worth the higher salary of £125,000. However, I do understand this has to work for you too, and on that basis, I would be comfortable with a salary of $120,000.

INTERVIEWER: We think a salary of $120,000 is too high. We are only prepared to offer you $100,000. Would you accept that?

CANDIDATE: Unfortunately, I wouldn’t. I have to feel comfortable in the job, and a salary of $100,000 is too low based on what I believe I am worth to your company. The things that I can do for you in this role will mean a salary of $120,000 is a great investment. For example, in my

last role, I helped the company win a valuable sales contract, and I also helped them implement a new online customer feedback facility which helped the business increase sales through greater customer engagement. Having said that, I do appreciate this has to work for you too, and on that basis, the lowest I would go down to is $115,000. I believe this would be a fair salary based on my skills, knowledge, experience, and how I can help your company to continually progress further.

Q49. Do You Want To Tell Us Anything Else About You?

"Yes, I would just like to add that if you hire me in this position, I will always work exceptionally hard to help you achieve your business goals. I will always be a positive role model for the company and I will be commercially aware of my tasks and look for ways to help the company save money moving forward. Whilst I appreciate you are interviewing lots of people for this role, I believe my skill set, positive attitude, and trustworthiness make me a strong contender. Thank you."

Q50. Do You Have Any Questions for Us?

Q1. What would you need me to concentrate on in the first 30 days of starting?

Q2. How has the company evolved over recent years?

Q3. What advice would you give to the successful candidate who wants to excel in the position?

How to Use These Interview Questions and Answers:

These interview questions and answers are intended to guide you in your preparation for your job interview. These questions have been picked by the PassMyInterview team because we believe that they are the best representative of what you will face in your interview.

The sample answers in this resource are collated from years of experience and research in the recruitment sector. The answers confidently display the appropriate qualities and competencies that the interviewer expects from successful candidates.

Read the sample answers carefully, and take note of what skills and competencies they demonstrate. You might notice that, when the question asks for examples, the answer uses the STAR method to construct the response:

Situation. Start off your response to the interview question by explaining what the 'situation' was and who was involved.

Task. Once you have detailed the situation, explain what the 'task' was, or what needed to be done.

Action. Now explain what 'action' you took, and what action others took. Also explain why you took this particular course of action.

Result. Explain to the panel what you would do differently if the same situation arose again. It is good to be reflective at the end of your responses. This demonstrates a level of maturity and it will also show the panel that you are willing to learn from every experience.

In order to get the best possible results, apply this system to your own examples and experiences in working life. These sample answers are intended to inspire you to create your own responses to the questions.

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