

The interview

The interview process has undergone considerable change in recent years. Today, it is much less likely that you will attend the initial interview in person. Video interviews are commonplace, and the automated 'on-demand video' interview is rapidly replacing the traditional technique in the initial recruitment screening process. In this format, you will be presented with 'live' questions, and your responses recorded for AI analysis and the recruiter to review later. Most companies will compile a 'shortlist' of the most suitable candidates to invite for a second interview, often in person. However, whatever the format or style of your interview, the preparation and guidelines remain the same.



39 COMPREHENSION Read the suggestions below and decide which ones are good or bad advice. Write 'Do' or 'Don't' before each sentence.

Dos and Don'ts for the interview

- 1 answer questions with a simple 'yes' or 'no'.
- 2 enquire about salary, vacations and bonuses in the initial interview.
- 3 find out information about the company before the interview.
- 4 sit with your arms crossed and cover your mouth with your hand when talking.
- 5 make derogatory remarks about previous employers or fellow workers.
- 6 make frequent eye contact with the interviewer.
- 7 prepare questions to ask at the interview.
- 8 say that you feel bored, dissatisfied or unappreciated in your present job.
- 9 show disappointment if you think the interview is not going well.
- 10 try to dominate the conversation, especially in a group interview.

40 COMPREHENSION Match each of the Dos and Don'ts from the exercise 39 (1-10) with an explanation (a-j).

- a It gives the impression that you are difficult and uncooperative.
- b Employers expect candidates to know something about them. Failure to do this indicates lack of interest.
- c It gives the impression that you are only interested in the job for what you can get out of it, not what you can contribute.
- d Explain your position wherever possible. The interviewer wants to find out about you. You need to cooperate and, at the same time, try to 'sell' yourself.
- e This will help you to relate your background and skills to the position.
- f Interviewers may deliberately adopt a discouraging attitude to test your reaction.
- g It indicates self-confidence and a desire to communicate.
- h It gives the impression that you are being defensive or may be lying.
- i It makes you appear disloyal and unsuitable for teamwork.
- j This may give the impression that you are self-centred and domineering.

EMPLOYABILITY SKILLS COMMUNICATE CLEARLY

41 SPEAKING In groups, discuss the questions and talk about your experience.

- 1 Have you ever had an interview for a job, a course, etc.?
- 2 What did they ask you about?
- 3 Did the interview go well? Why / Why not?

VIDEOLINK

'The 5 Best Job Interview Tips For Any Industry In 2021 (Susie Moore)'

What 5 tips does the video offer for a traditional interview?

'HireVue Platform Overview (HireVue)'

What is an on-demand video interview?

Most frequently asked interview questions



The interview process aims to find out if you have the skills and experience to do the job well, and if you will fit into the working environment. The following questions tend to be asked often, and it is a good idea to think carefully before the interview about how you could answer them. Remember that your aim is to show yourself in the most positive light, not to deceive people by telling lies.

- a **Why do you want this job?** Your answer should reinforce the reasons why you are suitable for the job and also show your interest. Express enthusiasm for the challenge of the job as well as for the company and what they do.
- b **What do you think your key strengths are?** Focus on what you know they are looking for and talk about your positive characteristics that are relevant to the job. The advertisement should give you some idea of the firm's requirements.
- c **What are your weaknesses?** Avoid mentioning anything that might undermine your chances of getting the job. You could talk about something that you used to be poor at but where you have made deliberate efforts to improve.
- d **Why did you leave your last job?** Your answer should be positive and upbeat even if the circumstances were difficult. Never speak badly about a previous employer even if you think that criticism is justified.
- e **Tell me about a difficult situation you have experienced – how did you deal with it?** This is to test how you cope under pressure as well as your problem-solving and communication skills. Think of an occasion in which you were able to help people or resolve a problem and where you demonstrated calmness and clear thinking.
- f **What are your career goals?** Show that you are realistic about your ambitions. The interviewer also wants to understand how long you are likely to stay with the firm. Stress that the job you are applying for fits into your plan and that you will have a commitment to the company.
- g **What do you know about our company?** You need to show that you are interested. Before the interview do some research to find out as much as you can about how the firm has developed, what it does now and, if possible, its future plans.

42 VOCABULARY Write the words in blue next to their definitions.

- 1 make something stronger:
- 2 make something weaker:
- 3 make someone believe something untrue:
- 4 optimistic and encouraging:
- 5 sense of loyalty to something:
- 6 succeed in dealing with a problem:

43 COMPREHENSION Match each of the opening statements below (1-6) to the questions (a-g) above. There is a question that you do not need.

- 1 "I felt that I needed more of a challenge because ..."
- 2 "I've been told that I take on too much responsibility, for example ..."
- 3 "StarWay Systems was formed in 1992, with the initial aim of ..."
- 4 "Looking to the future, my long term ambition is ..."
- 5 "During my PCTO, my supervisor had an accident. I had to ..."
- 6 "I think that my three most positive attributes are ..."

EMPLOYABILITY SKILLS COMMUNICATE CLEARLY / WORK CREATIVELY WITH OTHERS

44 SPEAKING Complete each of the opening statements in exercise 43 using real or imaginary information. In pairs, tell each other the jobs that you are applying for and the companies involved. Roleplay the two interviews using questions a-g.

An example of career path

FOCUS ON ... CAREER PATHS



Career profile compliance officer at a major IT employer

Name Pasquale Carità

Age 26

I'd like to welcome Pasquale Carità to today's programme. Pasquale, good morning.

Good morning.

So, Pasquale, tell us what you do.

I'm a compliance officer at one of the largest IT employers here in Milan.

And what does a compliance officer do?

Basically, I work with a small team of people to ensure that we comply with the latest requirements of the European GDPR.

OK, so just to explain to the audience, that's the data protection regulations that became law in 2018.

Yes, that's right.

At this point, I'd ask our listeners not to switch off, because what we're really interested in is the path you took to get into your career.

Well, OK, where do you want me to start?

At the beginning.

Right ... It really started after high school. I enjoyed experimenting with electronics and computers, but I had only two choices: either go to work at my uncle's ferramenta, or continue with my education.

You had two options then?

Yes, but I didn't like the idea of either. I chose education, just because that seemed the easiest.

So what happened then?

I did a course on English for electronics and IT, because that was already my hobby.

And how was it?

I really enjoyed it, we had good teachers and course material that I found inspiring. It took my electronics hobby to another level, but to be honest I was really just going through the motions with the course.

What do you mean by going through the motions?

It's an English expression. It means being quite busy, but at the same time feeling like a robot, and a bit detached from reality. Like being 'on autopilot'.

I understand.

Then the course finished. I couldn't find a job locally, and there were some major arguments at home with my father. One day, he decided that I needed to broaden my horizons – meaning that he wanted me to get out of the village and grow as an individual. He bought me a plane ticket, and arranged accommodation with his friend's son Luigi, who was living in London.

Then what happened?

My mother went crazy. We have a close bond; she's the best mother in the world and always puts me first, above all else. I literally felt sick at the idea of leaving for London but, less than a week later, I was on the plane ...



45 **169** **COMPREHENSION** Read or listen to the first part of a radio interview and answer the questions.

- 1 What is Pasquale's current job title?
- 2 What work option was he offered before continuing in education?
- 3 Why did Pasquale choose 'electronics and IT' for his course?
- 4 What did Pasquale's father do that changed Pasquale's life?

46 **170** **LISTENING** Listen to the second part of the radio interview and decide if the following sentences are true (T) or false (F).

- 1 Pasquale was able to communicate effectively when he arrived at the airport. T F
- 2 Pasquale was happy with his accommodation arrangements. T F
- 3 His friend Luigi helped him with his job search. T F
- 4 His ability to communicate in English is better than his girlfriend's, despite her formal education. T F
- 5 The main language at the Amazon office in Italy was Italian. T F