

## **IDT Job Interview Activity**

### **Objectives**

In this activity students will conduct an interview and collect answers from their peer(s).

### **Standards**

IT-CSP-1.3 Exhibit critical thinking and problem solving skills to locate, analyze and apply information in career planning and employment situations.

### **Project Time**

This project will take about 1.5 hours to complete.

### **Ethics Statement**

Students will model work readiness traits required for success in the workplace including teamwork, multitasking, integrity, honesty, accountability, punctuality, time management, and respect for diversity.

### **Project Details**

Students will use provided form to interview a peer.

Students will gain experience both interviewing someone and being interviewed for a job in customer service.

Students will record answers and provide feedback.

### **RUBRIC**

50 points – Interview form submitted with all answers complete.

**Interview Questions**  
**(Type of Position Here)**  
**(Division or Unit Area or Company Name)**

Name of Applicant \_\_\_\_\_ Ashton S. \_\_\_\_\_ Date: \_\_\_\_\_

1. The incumbents in this position are responsible for maintaining a variety of records, including registrations, record updating, and financial information. How do your skills match the requirements needed for this position?

I have been responsible for organizing a science fair project for me and 2 others. We got an 85 on the project.

2. The hours for this position are Monday – Thursday 10 – 3 p.m. and Friday 9:30 – 3p.m. Would these hours pose a problem for you? Are you somewhat flexible with your hours?

I can work those hours, and sometimes I can work on Saturday.

3. Please provide details on how your experience in customer service relates to working with a diverse population in a fast paced work environment.

In high school, I had to be ready to quickly change topics when I changed classes.

**Are these enough details? Expect to give 2 or 3 examples when asked this type of question.**

4. On occasion, you may encounter an upset customer either in person or on the phone. How would you resolve the following situation: A customer walks into your office area upset and demanding to speak with the manager (or they will go to the President). Your manager is in a meeting.

I would ask them to wait until the manager is ready or to come back later.

**You could also offer to be of assistance until the manager is available.**

5. The \_\_\_\_\_ unit consists of many parts. As a member of this valuable team, please explain how you view the importance of teamwork and a cooperative spirit in getting the job done.

Team work is very important because everyone has to do their part.

**You could have asked for more detail in their answer.**

6. In relation to your interpersonal communication style, please share with me what you feel to be your strengths and weaknesses.

I am good at talking to people, but I don't always know the answers to their questions.

7. What type of computer experience do you have? What software packages/programs do you feel most comfortable with and why?

I have used Google Docs, Google Sheets, and I know how to use Windows.

8. Is there any additional information that you would like to share that is not indicated on your resume or application that will help me in the decision making process for this position?

I am very excited about working for you.

9. Share with me your long-term educational and occupational goals, and how you feel this company can contribute to those goals.

I want to go to college and get a degree in Psychology

**Teacher Feedback:**

Not bad for a first try. It would be good to ask them to go into more detail when an interviewee is vague in their responses. 40 out of 50 points.