

## XRX Department Stores Interview

**Name:**

**Job Title:**

**Interviewer:**

**Location:**

**Job Code/Number:**

**Date:**

*Listed below are examples Traditional, Behavioural Based and Situational interview questions. Select the mix of questions that best matches the position and the skills and characteristics you are looking for in a potential candidate. Be sure to leave enough room between each question for notes on the candidate's answers.*

### **Traditional Interview Questions”**

1. Why are you interested in a position with our organization?
2. Why have you chosen to work in this particular field?
3. What interests you the most about this position? The least?
4. What strengths do you have that will help you perform in this role?
5. What are your weaknesses?
6. What is your proudest accomplishment?
7. How would others describe you?
8. How did you prepare for this interview?
9. Where do you see yourself, career-wise, in 5 years?

### **Behavioural Interview Questions:**

#### **Organizational Skills**

##### **Ability to Plan**

- Tell me about a time when you had to plan an event? What steps did you take? What were the results?

##### **Ability to Set Priorities**

- Could you tell me a time when you were really busy with study, work or other commitments? How did you handle it? What did you do?

##### **Ability to Delegate**

- Have you ever been in position when you were organizing/managing something and had others helping you? How did you distribute tasks?

#### **Interpersonal Skills**

##### **Client Relations**

- Tell me about any people-oriented or customer service roles you've held. How did you feel in the role? How did they respond?

##### **Being a Team Player**

- Were you ever involved with a group of people and a problem arose? What caused the problem? How did you approach it? How was the problem solved?

##### **Ability to Deal with People at All Levels**

- Tell me about a time when you've worked closely with someone at a higher or lower level to you? Describe the situation. What was the outcome?
- Describe a situation where your work or an idea was criticized.

## **Technical Skills**

### **Problem Solving**

- What was the most difficult work or school problem you ever faced? How did you address the problem? What were the results?
- Tell me about an event that really challenged you. How did you meet the challenge? In what way was your approach different from others?

### **Ability to Apply Knowledge**

- Tell me about a time when you had to apply some newly acquired knowledge or skill. What was the knowledge or skill? What was the outcome?

### **Know Limitations**

- Describe a situation when you had to turn to someone else for help. To whom did you turn? What happened as a result?

## **Growing with the Job**

### **Taking Initiative/Leadership**

- Tell me about a time when you had to step out from the crowd and take the lead in doing something different. What did you do? What was the result?

### **Ability to Learn on the Job**

- Can you describe a time when you had to assimilate a lot of new knowledge and apply it. What was the situation? How did you apply the knowledge?

## **Communication Skills**

### **Work Commitment**

- Describe a situation where you kept persevering with a task even though every one else had given up. Why did you keep going? What was the result?

### **Service Commitment**

- Have you ever done any work in a customer oriented or community service organization? What did you do? What was the outcome?

### **Situational Interview Questions:**

To include situational interview questions create a scenario that the successful candidate would have to deal with and ask them how they would handle that particular problem, circumstance etc.

Example: Scenario: XRX Department Store is very busy. While you are assisting a customer, another customer interrupts you and asks for help. How would you handle this situation?