

Sample

ESB ESOL for WORK

Section 3

Reading

Level 1 Task 2 Interview techniques

Read the following text then answer the question paper.

Interview techniques

Interviewers are responsible for enabling each candidate to perform to the best of their abilities. Interviews often fail because the interviewer has failed to do his or her homework. Each post should have a detailed description which highlights the essential and desirable skills and qualities of the ideal candidate. Neglecting to study this in detail means the interviewer may ask the wrong or inappropriate questions.

But what about the interviewee? There are a number of rules that should be followed in order to make the most positive impression. Some candidates make the mistake of offering an answer before the interviewer has even finished the question. This usually happens because of nerves or being too eager. The danger of this is that you may seem pushy or rude. Even worse is that you will not hear the full question and give a wrong answer.

In an ideal world you will have thought about every question you are likely to be asked before you get to the interview. What about if you are asked a question that you have not prepared an answer to? Pause to give yourself time to think and try to answer appropriately instead of rushing in. However, try not to spend too much time thinking about your answer either.

The amount of time you spend answering each question is also important. Even if the interviewer asks closed questions (i.e. those which can be answered with “yes” or “no”) you should try to expand on your answer. Make sure the information you provide is useful. Ideally it will be supported by relevant evidence from your previous work experience.

Candidate name..... Date ERF

Underline the correct answer, according to the text.

Question		Mark
1	This text is a. an advertisement b. an instructional text c. a description of someone's interview	2
2	The text concerns a. understanding job descriptions b. answering questions in an interview c. using the interview situation well	2
3	The text should be read by a. job seekers b. managers c. both	2
4	What mistake may nervous candidates make? a. Answering too early b. Making offers c. Not finishing their answers	2
5	What does homework refer to in this text? a. Studying at home b. Preparatory reading by interviewers c. Preparatory reading by candidates	2
6	Which word or words in the text have a similar meaning to pushy ? a. Too eager b. Desirable c. Positive	2
7	If you are asked an unexpected question, should you a. show confidence by answering immediately b. think for a few minutes, then answer c. answer after thinking quickly	2
8	Which of these questions is a closed question? a. What is your name? b. How old are you? c. Do you like London?	2
9	Are one-word answers a good idea? a. Yes b. No c. Sometimes	2
Total marks for written answers		18

Level 1 Task 1 Interview techniques

Oral questions and discussion

	Questions	Answers	Name	Oral Question Mark	Total reading mark
1.	What should be an interviewer's aim, in an interview?				20
2.	What should <u>interviewers</u> do to prepare for the interview?				20
3.	What may happen if the interviewer is unprepared?				20
4.	What should a candidate try to do before the interview?				20
5.	What might be the most damaging result of answering questions too early?				20
6.	How should you answer a closed question?				20
7.	Why are your previous jobs relevant to an interview?				20

Discussion suggestions

Assessors may suggest a topic or choose from the following.

- What are the five important things you can do when getting ready for an interview for a job in your industry?
 - What can go wrong at interviews? Is there a better way of getting suitable workers?
- [For single work type groups]
- What qualities and skills are most needed in your kind of work?