



# INTERVIEW SKILLS (515)

## REGIONAL - 2019

**Judges: Please double check and verify all scores and answer keys!**

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Workplace Skills Assessment Program competition.



## **Description**

Assess proficiency in job search and interview situations.

Contestant will indicate on his/her résumé the position for which he/she is applying. There are openings in all departments of Professional Business Associates shown on the Organizational Chart.

Contestant may interview for any position listed on the Organizational Chart for which he/she is qualified.

Information in the cover letter and résumé must be authentic; however, contestants may choose to use a fictitious personal address and telephone number. The use of references on the résumé is optional.

No other materials will be allowed (i.e., business cards, thank-you notes, etc.) during the remainder of the Interview Skills contest.

**Be consistent by asking each contestant the same questions.** Questions should be taken from the following list or be similar in nature, however this does not preclude a judge from asking other questions to facilitate the interview. Please ask questions relevant to the position and/or company, as listed on the organizational chart provided. Here are some recommended questions:

1. Give examples of ideas you've had or implemented.
2. What is it that gives your professional life purpose and meaning?
3. What would you consider your greatest weakness in job performance? How do you address it?
4. How do/will you evaluate your own effectiveness as a <<job title>>?
5. How do you go about building and fostering relationships with colleagues? Customers?
6. Tell me about your proudest achievement.
7. Why should we hire you, and if you were offered this position, are you prepared to make a decision?
8. Do you do anything in particular to prepare or get yourself in the right frame of mind for the day? If yes, explain...
9. What has been your biggest career disappointment and how did you deal with it?
10. Your supervisor tells you to change something you know was done right. What would you do?
11. How do you feel about unfinished tasks? What do you do about them?
12. Tell us about your background as it relates to technology, computer skills, platforms, etc.
13. What is your personal mission statement?
14. How would you want others to describe your contribution to the effectiveness of the organization?
15. How important is it for you to be one of the most skillful people in your work area? In what areas are you especially skillful?
16. A co-worker continually has difficulty completing tasks planned for the day. How would you help this person?
17. How has your education prepared you for your career?
18. There are two employees you work with arguing about something you consider unimportant and tension builds. How would you respond?
19. You are having coffee with a group of employees and some are being critical of your supervisor. What would you do?
20. What motivates you?

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**ANSWER KEY**

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21. How do you feel about working with several people each telling you what they want done during a given day? How do you manage this situation?
22. Where would you like to be in your career five years from now?
23. Give me an example of a time that you felt you went above and beyond the call of duty at work.
24. Tell me about a time when you had to give someone difficult feedback. How did you handle it?
25. What gets you up in the morning?
26. Tell me about a time you made a mistake. What did you learn from it?
27. If I were to ask your professors (or your boss) to describe you, what would they say?
28. If I were to ask your last supervisor to provide you additional training or exposure, what would she suggest?
29. What makes you uncomfortable?
30. How would you go about establishing your credibility quickly with the team?

***Note to judges:* Be sure to ask the contestant: Do you have any questions for us?**



## Professional Business Associates

### *Organizational Chart and Company Information*

Professional Business Associates develops and sells software, hardware, and services. The services provided are:

1. Systems analysis
2. Software development and design
3. Marketing
4. Training development
5. Hardware and software sales

This large corporation has a branch office in the capital city of each membership state. The corporate headquarters is located at 5454 Cleveland Avenue in Columbus, OH 43231-4021, and has 200+ employees. Management includes:

Chief Executive Officer	Nancy Wells
Financial Services Department	Harvey Rosen
Information Technology Department	Tom Carlson
Human Resources Department	Julie Smith
Marketing Department	Roger Meyer
Administrative Support Department	Edna Renick

Chief Executive Officer				
Financial Services	Information Technology	Human Resources	Marketing	Administrative Support
1. Administrative Assistant	1. Data Entry Clerk	1. Human Resources Assistant	1. Information Processing Assistant	1. Administrative Assistant
2. Data Entry Clerk	2. Database Specialist	2. Information Processing Assistant	2. Administrative Assistant	2. Information Processing Specialist
3. Payroll Clerk	3. Information Processing Assistant	3. Administrative Assistant	3. Desktop Publisher	3. Computer Applications Specialist
4. Accounting Clerk	4. Administrative Assistant	4. Medical Support Assistant	4. Graphic Design Assistant	4. Desktop Publishing Assistant
5. Database Assistant	5. Programmer	5. Insurance Benefits Clerk	5. Desktop Publishing/Graphic Assistant	5. Legal Research Assistant
6. Spreadsheet Specialist	6. Software Engineer	6. Management Assistant	6. International Business Coordinator	6. Graphic Design Assistant
7. Accountant	7. PC Servicing/Troubleshooting	7. Payroll Specialist	7. Website Liaison	7. Management Assistant
8. Financial Analyst	8. Network Administrator	8. Wellness Coordinator	8. Management Assistant	
	9. Digital Media Specialist		9. Small Business Liaison	
	10. E-commerce Specialist		10. Research Assistant	
	11. Website Developer			



### **JUDGING PROCEDURE**

- Contestants will be introduced by contestant number. **Contestants may continue to wear their name badges.**
- Contestants will be interviewed by a panel of judges.
- The length of the interview will be no more than fifteen (15) minutes.
- Excuse contestants upon completion of the interview.
- **There can be no ties in the top ten (10) contestants.** It is the responsibility of the judges to break any ties.
- Administrator will fill out ranking sheet prior to dismissing the judges.
- If more than one (1) section is necessary, finalists will be determined by selecting an equal number from each section.
- Give administrator all Scoring Rubrics, Judges' Comments Sheets, and contest materials.
- No audience is allowed in the contest room.

**Please double-check and verify all scores!**