

FIRST INTERVIEW QUESTIONS

- ✓ Can you please tell us what you know about our organisation?
- ✓ What was it that interested you in this role?
- ✓ What do you believe you can add to this organisation?
- ✓ Can you tell me about the most difficult customer you have ever dealt with? What happened? What was the outcome? In hindsight would you have handled the situation differently? Why?
- ✓ (IF APPLICABLE) In your previous management/supervisory roles can you tell me about a time when a direct report did not perform to the required level? What was the problem? What did you do? What was the outcome?
- ✓ (IF APPLICABLE) What are you looking for here that your current employer is not providing you? From what you already know about this role do you believe that there are any areas that may require you to undertake some training? What type of training and why?
- ✓ Do you perceive yourself as ambitious? Please explain?
- ✓ Can you tell me about a time when you helped a fellow staff member without being requested to?
- ✓ Have you ever been reprimanded for your actions in the workplace? What happened? What was the outcome?
- ✓ What type of performance feedback do you expect to receive from a manager?
- ✓ Can you tell me about the best manager you ever had? Who was it? What did he/she do that you valued most? Describe in four or five adjectives.
- ✓ Can you tell me about the worst manager you ever had? I do not need to know who, but describe them in four or five adjectives.