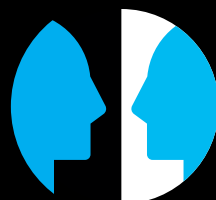




INTERVIEW PREPARATION



FOUNDATION
RECRUITMENT



CONGRATULATIONS

Congratulations - you have an interview! Having secured the opportunity to attend an interview, it is absolutely crucial to your future success that you plan meticulously, prepare diligently and deliver an outstanding performance on the day.

We want you to shine and succeed; you have our assurance that throughout your dealings with us we will represent you professionally and positively to all our clients and do our utmost to support and champion you - by return we ask that you commit to digesting the recommendations made in this document.



PLANNING

- It is vital you ensure you know the full details of the address where the interview is taking place, who you are meeting, their role and title.
- If you are not familiar with the location of the interview and have to travel to attend, try to undertake a “dummy run”. At the very least build in plenty of time for delays on the day.
- Study the role specification (if provided) in careful detail; consider each point in relation to your own career, skills and experience. Recollect and “memory bank” examples that you can cite in the interview if the opportunity presents.

- Research the business thoroughly. Review the company website, reading the latest news, annual reports and current and past projects - you should also be noting any references made to the company’s culture, ethos and values. In addition we recommend you carry out some creative and current searches on relevant industry news sites. Once you’ve completed your preparation, carefully note some questions that you can take into the interview room with you on the day.

PLANNING

- If you are attending an interview for a role which is site based (shopping centre management/venue management/building management), it is extremely important to visit the site, if feasible beforehand. If you are being interviewed by a retailer, visit several stores (of different format if relevant). If it's a developer, at least do a drive past (if it's a closed site), and familiarise yourself with the build etc.

The opportunity to refer to your visit at interview will demonstrate your effort and commitment and will inevitably be recognised and appreciated by the client. Be sure to form opinions from your visit that you can (sensitively!) convey at interview.

- Dress in a smart, pressed business suit and shirt with polished shoes; male candidates must always wear a tie and female candidates should wear a skirt/ trouser suit. What you look like will have a significant impact on the client's first impression of you.

- Arrive around 10 minutes early in order to settle your nerves. Now is the time to compose yourself; take a drink if offered and perhaps engage in some light conversation with the reception team.

NOTE – we have it on record that employers often ask receptionists/ PA's how you interacted with them! Be under no illusion, the interview starts long before you enter the interview room.

- Take a briefcase/smart business folder with a couple of spare copies of your CV, just in case. You will also have your pre-prepared questions written in a suitable business notebook. Be sure to take any additional "papers" (such as a copy of the job spec) that you have been sent.



ON THE DAY

Be sure to get a solid and restful sleep the night before the interview. Ideally avoid alcohol or anything else that may impair your ability or presentation.

IN THE ROOM

Throughout the interview, the client will be considering three key things:

1. **Can this individual do the job?**
2. **Do they seem to genuinely want the job?**
3. **Will they fit with the business, the team and with me, the interviewer?**

Here are some tips to make sure you can confidently assure the interviewer you are capable of the above:

- When you are called forward, present a confident and firm (not vice-like) handshake.
- Smile! Make and maintain eye contact. Settle yourself in your seat. Remove your notebook and papers from your briefcase and place on the table in front of you. Take out your pen and open the notebook at a blank page – you are sending the interviewer a clear signal that you are engaged, prepared and ready.
- Keep your answers succinct, accurate and engaging. Be careful not to miss the point of the question or worse, the point of your answer!

- Only give answers that you can confidently support with examples or expand upon with opinion. Never lay claim to skills, successes or achievements that will not be backed up by referees or industry information. Never give vague or ambiguous answers that may lead to further, uncomfortable questioning by the interviewer.
- Ensure that you listen carefully as you do not want to ask a pre-prepared question which has already been answered in your meeting.
- Throughout the interview show a genuine interest in the company and role; speak with passion and enthusiasm; be honest in your answers and never disrepute a previous employer, colleague or contact.

END THE INTERVIEW

- At the end of your interview you will get the chance to ask questions. The principle here is that you **MUST** have some. If your pre-prepared questions have been answered during the course of the interview, and you genuinely don't have any new ones that have come to light, **DO NOT** say you don't have any, explain that you did pre-prepare some but they have all been answered and you are comfortable with everything at this stage.
- End your interview by making an enthusiastic and strong statement about your interest in the job, opportunity and company (assuming you are still interested at this stage). Avoid the hard sell but do view the time spent as you would any other business pitch and look to sensitively "close" the interviewers.
- Thank the client for their time and the opportunity for interview.



AFTER THE INTERVIEW

We are here to take your interview feedback and relay our client's feedback to you. In most cases the onus rests with you to start that ball rolling so please do call us as soon as possible with your considered feedback.

Don't be surprised if we ask you some pressing and challenging questions, we are doing so to ensure that we can give the client a very clear response on your behalf. Please be honest and clear with us. If the role is of genuine interest and of serious consideration for you, we will do all we can with the client to ensure that you continue onto the next stage of the process.

If it's not for you, please tell us why and be prepared to chat things through so we and the client can learn from your valued feedback.

Our relationship with you is important to us. We want to feel confident that if we fulfil our role in engineering an interview for you, by return you will repay our belief in you by committing fully to your interview with our valued client.

Adhering to the recommendations in this document is key.

FINALLY

It may sound strange, but we would always encourage you to enjoy your interview.

You have done well to get to this stage and the outcome could just prove a catalyst as a positive turning point in your life.

At worst, it's an opportunity to make another business contact for future collaboration or contact with.

Harness any nerves, commit to these recommendations and strive to be the best you can be!

The very best of luck!

