

## MOCK JOB INTERVIEW

### ***PARTICIPANT INSTRUCTIONS***

#### **PROCEDURES**

1. Read the Performance Indicators and Event Situation. You will have 10 minutes to look at the event situation and decide how you will manage the mock interview and address the performance indicators. You may make notes to use during the role-play situation for this 10-minute period of time.
2. You will have 10 minutes to complete the mock interview with a judge.
3. You will receive input from the judge on how well you meet the performance indicators for this event.
4. Leave all your notes with the judge when you have completed the role-play.

#### **PERFORMANCE INDICATORS**

1. Displays a professional appearance and conduct.
2. Exhibits good verbal and non-verbal communication skills.
3. Demonstrates the ability to accomplish the tasks in the job description.
4. Expresses a positive attitude and proves will be a positive addition to customer and co-worker interactions.
5. Overall impression



### **EVENT SITUATION**

You are to assume the role of a new potential hire at the BOOKWORMS Bellevue location. The hiring manager (judge) of the Bellevue location is looking for a sixty-day temporary part-time hire (from November 13th through January 12th) for the holiday season to cover increased demand.

BOOKWORMS is a national retail chain that sells digital media, merchandise, educational products, and children's toys but is best known for its selection of books. This store is on the first floor of a large, multi-story shopping mall with steady foot traffic. Still, it has historically had increased demand during the holiday season and is in need of part-time temporary employees to meet consumer needs and handle the increased workload. There are limited opportunities for permanent positions following the duration of the temporary posting.

To join their team, BOOKWORMS is looking for a strong team player candidate ready to provide excellent customer service. A successful candidate will be one who is authentic, willing to learn, customer-oriented, and professional throughout their time at BOOKWORMS. Booksellers wear multiple hats in their role, and may act as cashiers, salespeople, re-stocker and more. Specific responsibilities include:

- Welcoming customers and creating a positive, friendly environment
- Having knowledge about merchandise to answer and assist customers
- Shelving, cleaning, or organizing the products/space
- Accurately ringing up sales, merchandise, and coupons
- Utilizing strong communication skills to efficiently work with team members
- Adhering to workplace rules and safety protocols
- Paying attention to detail in all tasks

You will meet the hiring manager (judge) in the hiring manager's office to answer interview questions regarding your fit for the position. The hiring manager (judge) will ask specific questions and utilize your answers to determine your ability to perform job requirements and represent BOOKWORMS as the premier bookstore chain in the nation.

### **JUDGE SITUATION CHARACTERIZATION**

You are to assume the role of a hiring manager at the BOOKWORMS Bellevue location. You are looking for a sixty-day temporary part-time hire (from November 13th through January 12th) for the holiday season to cover increased demand during the holiday season. The interviewee (participant) has submitted a resume and has been invited in for a personal interview with you to assess their ability to meet the requirements of the position and represent BOOKWORMS as the premier bookstore chain in the nation.

BOOKWORMS is a national retail chain that sells digital media, merchandise, educational products, and children's toys but is best known for its selection of books. This store is on the first floor of a large, multi-story shopping mall with steady foot traffic, and is in need of part-time temporary employees to meet consumer needs and handle the increased workload of the holiday season. There are limited opportunities for permanent positions following the duration of the temporary posting.

The job description available to the interviewee (participant) is the following:

- Welcoming customers and creating a positive, friendly environment
- Having knowledge about merchandise to answer and assist customers
- Shelving, cleaning, or organizing the products/space
- Accurately ringing up sales, merchandise, and coupons
- Utilizing strong communication skills to efficiently work with team members
- Adhering to workplace rules and safety protocols
- Paying attention to detail in all tasks

Based on the interviewee's (participant's) responses to the interview questions, assess whether they are a strong team player ready to provide excellent customer service. The successful candidate should be one who is authentic, willing to learn, customer-oriented, and ready to be professional throughout their time at BOOKWORMS. During the interview, you should take care to evaluate all participants equally. The company is not looking for a specific "fit," but rather an individual who meets the criteria and presents their skills in a capable way.

To begin the interview, you will greet the interviewee (participant) and ask them to tell you about themselves. You are then to ask them the questions located on the following page, and any follow-up questions you deem necessary, to gain an understanding of:

- a) Why they applied to this position
- b) How well their skills meet the requirements of the position
- c) How well they presented themselves during the interview

*See the full expanded rubric on the final page for detailed instruction.*

Finally, you will conclude the interview by thanking them for applying for the job and informing them that they will be notified of your decision shortly.



## **INTERVIEW QUESTIONS**

1. Tell me about yourself.
2. Why did you apply for this position?
3. What experiences qualify you for this position?
4. What is your single greatest strength and weakness?
5. This position requires you to learn and adapt fast. Give an example of a time where you demonstrated these abilities.
6. What role do you take on in a team?
7. Why is a customer service mindset important?
8. How do you handle mistakes?
9. Tell me, why should I hire you?
10. Do you have any questions for me?

*These questions serve as a guideline for this mock interview. You may ask any additional questions to any of the participant's responses. Ensure consistency between participants.*



## **JUDGE'S EVALUATION INSTRUCTIONS**

### **Evaluation Form Information**

The participants are to be evaluated on their ability to perform the specific performance indicators denoted on the cover sheet of this event and restated on the Judge Evaluation Form. Although you may see other performance indicators being demonstrated by the participants, those listed in the Performance Indicators section are the critical ones for you to measure for this particular event.

### **Evaluation Form Interpretation**

The evaluation levels listed below and the evaluation rating procedures should be discussed thoroughly with your event chairperson AND the other judges to ensure complete and common understanding for judging consistency.

#### **Level of Evaluation**

Exceeds Expectations

#### **Interpretation Level**

Participant demonstrated the performance indicator in an extremely professional manner; greatly exceeds business standards; would rank in the top 10% of interview candidates performing this performance indicator.

Meets Expectations

Participant demonstrated the performance indicator in an acceptable and effective manner; meets at least minimal business standards; there would be no need for additional formalized training at this time; would rank in the 70-89<sup>th</sup> percentile of interview candidates performing this performance indicator.

Below Expectations

Participant demonstrated the performance indicator with limited effectiveness; performance generally fell below minimum business standards; additional training would be required to improve knowledge, attitude, and/or skills; would rank in the 50-69<sup>th</sup> percentile of interview candidates performing this performance indicator.

Little / No Value

Participant demonstrated the performance indicator with little to no effectiveness; great deal of formal training would be needed immediately; the candidate would be better off seeking other employment; would rank in the bottom 50<sup>th</sup> percentile of business personnel performing this performance indicator.



**NOTE TO JUDGES REGARDING DIVERSITY, EQUITY, AND INCLUSION**

This scenario was crafted with accessibility in mind. The idea behind the mock job interview is to provide a space for students to practice the expression of their skills and receive real-world feedback.

In today's day and age, employers often use interview tactics that are not entirely reflective of the requirements to work at their company and emphasize a "certain fit" for their company and team.

The purpose of our mock job interview is not to search for a "perfect fit" for the company, but rather to evaluate the candidate solely based on their skills as they relate to the job description, and as they are communicated effectively.

As such, while you should note the candidate's personality and attitude, do not make comparisons between candidates and score them preferentially based on criteria not relevant to the job description.

*Rubric on next page.*



**MOCK JOB INTERVIEW, 2023 FLC**

Participant: \_\_\_\_\_

**JUDGE'S EVALUATION FORM**

Did the participant:

Little/No  
Value

Below  
Expectations

Meets  
Expectations

Exceeds  
Expectations

Judged  
Score

<b>PERFORMANCE INDICATORS</b>						
1.	Displays a professional appearance and conduct	1-4	5-6	7-8	9-10	
2.	Exhibits good verbal and non-verbal communication skills	1-4	5-6	7-8	9-10	
3.	Demonstrates the ability to accomplish the tasks in the job description	1-4	5-6	7-8	9-10	
4.	Expresses a positive attitude and proves will be a positive addition to customer and co-worker interactions	1-4	5-6	7-8	9-10	
<b>OVERALL JUDGE IMPRESSION</b>						
5.	Overall impression	1-4	5-6	7-8	9-10	
<b>TOTAL SCORE (50 points possible)</b>						

Comments: