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## UNIT 3    JOB APPLICATIONS AND INTERVIEWS

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### Structure

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- 3.2    Reading
- 3.3    Vocabulary: Apply for a Job
- 3.4    Curriculum Vitae
- 3.5    Language Focus: Some Useful Words
- 3.6    Study Skills: Preparing for an Interview
- 3.7    Listening
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- 3.12   Answers to Check Your Progress

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### 3.0    OBJECTIVES

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After going through this unit you will be able to learn:

- how to write applications for jobs
- how to write an effective Curriculum Vitae
- how to prepare for job interviews
- about useful vocabulary for CVs and interviews
- about the kind of questions asked at interviews

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### 3.1    WARM UP

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1.    Read the advertisement below and answer the questions as quickly as possible:

**Sales Executives (North)**  
**For a**  
**Leading Multinational Company**

We are looking for excellent sales people with a proven track record for selling our full range of Consumer Durable products.

The position is based in Chandigarh and the candidate will be responsible for sales in Punjab and Haryana.

Experience of selling similar products is essential.

Remuneration is comparable with the best in the industry, and will be linked to performance.

Apply to Mr. Sudir Taneja  
Personnel Executive,  
XYZ Co.  
P.O.Box: 3675

- a.    What is the job mentioned in the advertisement?
- b.    What is the salary being offered?
- c.    Where is the job located?
- d.    What kind of company is it?
- e.    What qualities is the company looking for?

## 3.2 READING

You are Sudhir Taneja, Personnel officer at XYZ Company. You've received a Memo from your Manager Ms. Renu Bhardwaj, giving you guidelines for screening the application letters you have received. Read Salil Mishra's Application Letter and CV and makes a preliminary assessment along the lines of the questions in your manager's memo.

Memo from Ms. Renu Bhardwaj.

### *XYZ Company*

#### **Internal memorandum**

To: Sudhir Taneja (Personnel Officer)  
From: Renu Bhardwaj (Manager,HRD)  
Date: 27<sup>th</sup> March,2004  
Subject: Recruitment of Sales Executive (North)

When you look at the applications for the Sales Executive (North), please make notes on the following questions:

- Where do they live? (We need a local person)
- How old are they? (We need seasoned but energetic people)
- Do they have the right kind of work experience?
- Can they move quickly?
- Why do they want to change jobs?
- Do you think they will fit our work environment?

#### **Letter of Application**

5, Mahatma Gandhi Road,  
Chennai,  
India

Mr. Sudhir Taneja  
XYZ Co.  
P.O.Box: 3675  
New Delhi

Dear Mr. Taneja,

I am writing in response to your advertisement for a Sales Executive in last week's Asian Times.

I am 26 years old. I have a B.Com. degree and Diploma in Sales and Marketing Management. I live in Chennai and speak excellent English and Hindi and a little Tamil.

I have two years experience of selling consumer goods in a well-established firm in Chennai. I am very hard working and enjoy traveling and meeting people.

I am very interested in working for an MNC. I assure you that if you give me a chance, I will perform to your full satisfaction.

Please find enclosed my CV.

I will be grateful if you give me an opportunity for an interview.

Yours truly,

Salil Mishra

Your will now read a Curriculum Vitae-you have to decide how to improve it.

### ***Curriculum Vitae***

Name: Salil Mishra  
Date of Birth: 09-04-1976  
Marital Status: Unmarried  
Father's Name: Shri Radhey Shyam Sinha  
Father's Occupation: Loan Officer, Regional Office  
Allahabad Bank, Gaya  
Family Background: I belong to a family of educated, well placed Kayasths.  
My two uncles are officers in Nationalized banks.  
My elder brother is a Lecturer in Govt. college. My two younger brothers are studying. One is in college and the younger one is in school.

Address for Correspondence: 5, Mahatma Gandhi Road,  
Chennai,  
India

Present Address c/o Shri Radhey Shyam Sinha,  
Gali No. 15  
Khari Baoli, Gaya, Bihar  
India

#### Education

Degree/Diploma	Name of School/College	Subject	Division
High School	D.A.V School, Patna	All subjects	High 2 <sup>nd</sup> Div.
AISSC	-do-	Commerce	1 <sup>st</sup> Div. (among Top 10 in Class)
B.Com.	Patna Govt. College	Commerce	2 <sup>nd</sup> Div.
Diploma in Computers	Aptel Computers Centre	MS Office incl MS Word, Excel &Power Point	
Diploma in Marketing & Management	AIMIM	Management with Spl in Sales and Marketing	High 2 <sup>nd</sup> Div.

#### Work Experience

1. Sept. 1999-May 2000: Salesman with M/s Purohit Trading Company, which is a leading showroom in Patna for selling all Electrical goods like Fridge, Geyser, TV, etc.
2. July 2000-continuing - Sales Manager with M/s Venkatraman & Company. This is a Dealership for all leading Photocopier and Fax machines. I am doing very well and am expecting a promotion soon.

Hobbies: Cricket and Singing.

#### **Check Your Progress 1**

Do you think Salil Mishra has written a good CV? Consider the following points in your answer:

- Is the presentation good?
  - How can it be improved?
  - Is all the relevant information included?
  - Is there any thing you would like to add or delete?
1. Share your assessment of Salil Mishra's candidature with your friends at the study centre.
  2. Make notes and share with the class the three most significant improvements you will make to the CV.
  3. Make a list of the information you would like to include in a letter of application.

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### **3.3 VOCABULARY: APPLYING FOR A JOB**

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#### **Check Your Progress 2**

Complete this application letter using the correct form of the following words:

<b>Interest</b>	<b>outline</b>	<b>employ</b>	<b>complete</b>	<b>match</b>	<b>learn</b>
<b>deal</b>	<b>ability</b>	<b>appreciate</b>	<b>enclose</b>	<b>qualify</b>	

246 Mahavir Apartments  
Malviya Nagar  
Bhopal 462014

8 August 2003

Mr Vishal Garg  
Manager HRD  
Maurya Travels  
256 Nehru Nagar  
New Delhi

Dear Sir

I am a post graduate in Travel and Tourism, \_\_\_\_\_ in the post of Sales Executive in your Marketing Division advertised in The Times of Delhi.

I am currently \_\_\_\_\_ as a Management trainee at Golden Tours and Travels, Bhopal where I have \_\_\_\_\_ one year. Having worked in the travel industry for a year, I believe I have \_\_\_\_\_ the basics and I now wish to go into International travel and tourism. Maurya Travels is a known name in this field and I am sure I will find the work at Maurya both challenging and satisfying. You are looking for an executive who can help promote foreign travel and that is my specific area of interest. The profile of your company \_\_\_\_\_ many possibilities for growth which I find most interesting. The job you are offering \_\_\_\_\_ my personal and professional interests.

As you will notice in my \_\_\_\_\_ C V, I have combined my specialization in Travel & Tourism with a diploma in Marketing, which gives me an advantage in \_\_\_\_\_ with customers and promoting goods and services and further \_\_\_\_\_ me for consideration. I have also had some experience dealing with international business travelers in my present job.

I am a conscientious, hard working and responsible worker. My colleagues often \_\_\_\_\_ my sense of humour and my \_\_\_\_\_ to get along with all kinds of people. I am sure my socializing skills along with my ability to communicate

effectively in English and Hindi would be extremely relevant and suitable to the needs of your organization.

I look forward to meeting with you and discussing my qualifications in more detail.

Yours faithfully,

Dhara Taneja

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## 3.4 CURRICULUM VITAE

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The Curriculum Vitae or personal bio data is a statement of facts which includes a summary of your educational and academic backgrounds research experience, work experience, awards, honours, affiliations, skills, interests and other details. A good Curriculum Vitae should be:

- Clear - well-organized and logical
- Concise - relevant and necessary
- Complete - includes everything you need
- Consistent - doesn't mix styles or fonts
- Current - up-to-date

### Check Your Progress 3

Can you fill up suitable subtitles in the Curriculum Vitae that follows? They are given below in jumbled order

Interests	Work experience	Personal	Education
References	Skills	Co-curricular activities	
Job objective	Extra curricular activities	Projects	

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### Curriculum Vitae

1 \_\_\_\_\_

**Name:** Dhara Taneja

**Date of Birth:** 8 September 1980

**Nationality:** Indian

**Address:** 45 A sector, Shakti Nagar, Bhopal, 462022

**E mail:** dhara.taneja@hotmail.com

**Telephone:** 0755 2586456

2 \_\_\_\_\_

To become a successful Senior Executive in a large Travel & Tourism Company

3 \_\_\_\_\_

2000 -2002	Post Graduation in Travel & Tourism	Excel Institute	Ist Div.
		Bhopal	
2000 – 2001	Diploma in Marketing Management	St Teresa's	IInd Div.
		Institute,Bhopal	
1997 – 2000	BBA	RBT College	Ist Div

4 \_\_\_\_\_

2002 to the present

- working as Management Trainee with Golden Tours & Travels, Bhopal.
- Handling prospective customers.
- Conceptualized, creating and distributing brochures.

- Supervising the maintenance of records of customer queries.
- Attending to customer queries

5 \_\_\_\_\_

Projects: 1. won special appreciation for project on **International Travel Options for Middle Income Groups**

6 \_\_\_\_\_

organizational skills  
strong customer relations  
interpersonal skills  
computer proficiency

7 \_\_\_\_\_

Debates & public speaking  
Member of Organizing Committees for several cultural Events

8 \_\_\_\_\_

Sports: swimming, badminton  
Cultural : Member of Spic Macay – an organization that promotes traditional art and culture

9 \_\_\_\_\_

1. Ms Anila Lal, HOD Travel & Tourism, Excel Institute, Bhopal 462012; Tel : 0755 2457903
2. Mr R Andrews, Principal, St Teresa's Institute, T T Nagar, Bhopal 462005; Tel : 0755 2488345

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Don't you think this is a better CV than Salil Mishra's? Why do you think so?

### **C.V. OF EXPERIENCED APPLICATION**

The format for Curriculum Vitae given above is suitable for first time job applicant or those who have very little job experience. However, once you have some years of work experience behind you, it is advisable to format your CV differently making sure that you emphasize your work history, career skills and career achievements. Here is one such sample CV.

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#### **Mr Arun Nagpal**

243 Sector II, Gulmohar  
Indore, M P  
India

Phone numbers: 0433 2568342; 9826045632

#### **Education**

MBA	Marketing	Devi Ahilya University, Indore 1997
MA	Economics	Rani Jhansi University 1995-1991
B.A.	Economics	-DO-

### **CAREER PROFILE**

1999 till date Till Date: Senior Manager (Marketing)  
Gateway Motors, New Delhi.  
1994-1999: Manager (Sales) Swift Motors, Chennai

1990-1994: Executive (Sales and Marketing) Balwant Electronics, New Delhi

**CAREER SKILLS/KNOWLEDGE**

- Advertising
- Market positioning
- Product testing
- Media handling
- Staff supervision
- Budget management
- Marketing strategies
- New product introduction
- Oral & written presentations
- Pricing strategies
- Facilities management

## CAREER ACHIEVEMENTS

- As Senior Manager Marketing for Getaway Motors, initiated and executed aggressive new product introductions for national market
- Co directed product development, packaging, market positioning, advertising and testing of two new vehicles launched by the company
- Was a member of the core team which re designed and launched a highly successful advertising campaign with a new face, for the company's old products
- Assumed a central role in the company's turnaround to profitability after a lean period of eight years
- Formulated strategies to resist and overcome stiff competition from rival brand
- Earned two promotions in the high flyer category in the last seven years

## References Provided Upon Request

## Check Your Progress 4

Now write out your own CV by substituting the information given under different heads with information about yourself? If you have only just completed your studies, use the first sample and substitute the given information with your own bio data. In case you have more than five years of job experience we would advise you to use the second format.

This image shows a full page of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.

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### 3.5 LANGUAGE FOCUS: USEFUL WORDS

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Here are some more words that could help you to describe your work better. Remember that these words could also be extremely helpful in talking specifically and appropriately about your work during the interview.

Achieved	researched	organized	coordinated
managed	supervised	classified	conceptualized
prepared	investigated	expedited	controlled
implemented	programmed	facilitated	forecasted
analyzed	assisted	broadened	overcame
created	designed	developed	established
scheduled	undertook	generated	presented
proposed	formulated	handled	integrated
staffed	published	sponsored	optimized
maintained	devised	administered	allocated

#### Check Your Progress 5

Action verbs can help you to describe your participation in work experience. Out of the given choices identify the suitable action word to complete the given sentences.

- While at work I \_\_\_\_\_ new challenges .  
a. encourage      b. maintain      c. enjoy      d. optimize
- I \_\_\_\_\_ several important company functions and events.  
a. created      b. controlled      c. developed      d. organized
- In the general office the secretaries \_\_\_\_\_ all word processing and typing.  
a. handle      b. expedite      c. assist      d. organize
- I can \_\_\_\_\_ with difficult customers without losing my patience.  
a. deal      b. handle      c. look after      d. cope
- As Manager HRD I \_\_\_\_\_ a 10% reduction in absenteeism by creating healthier employees through providing a gym in the company premises.  
a. gained      b. achieved      c. made      d. optimized
- I \_\_\_\_\_ advanced technologies in teleconferencing to facilitate better communication across distances.  
a. generated      b. created      c. implemented      d. started
- I \_\_\_\_\_ a central role in the company's turnaround to profitability by helping to cut down on production costs.  
a. acquired      b. assumed      c. enjoyed      d. managed
- I \_\_\_\_\_ tens of thousands of Rupees by cutting down on wasteful expenditure.  
a. generated      b. produced      c. devised      d. optimized
- I \_\_\_\_\_ powerful company resistance to break into the international market where we now have our biggest buyers.  
a. opposed      b. managed      c. controlled      d. overcame
- I \_\_\_\_\_ aggressive new product introductions in keeping with the demands of the changing market.  
a. started      b. initiated      c. assessed      d. produced

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## 3.6 STUDY SKILLS : PREPARING FOR AN INTERVIEW

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We give below some tips to help you prepare for an interview. You may add some more.

### A

- Go through the copy of your application carefully before the interview. The interview panel is likely to ask specific questions about it.
- Be ready to provide examples and specifics and to elaborate on information on your resume and application.
- Be open and honest.
- If you have filled up a statement of purpose as part of the application, be ready for some probing questions based on this.
- Ask questions, since the interview is as much an opportunity for you to learn about the college as for the college to learn about you.
- Watch your nonverbal clues, such as eye contact, posture, gestures and fidgeting.
- Be courteous to the administrative staff, since how you treat them can have an impact (positive or negative).
- Make a rational assessment of yourself before you go for the interview. Know your strengths and weaknesses.
- Do some homework on the company and get as much information as possible about it.
- Find out details about the available position in advance. This will help you to relate your skills to the position.
- Review skills and abilities questions. Brainstorm issues.
- Give a positive first impression which could include a warm handshake and a pleasant smile.
- Show enthusiasm and interest. Your body language can help you do this.
- Be as natural as possible.
- Listen attentively and concentrate. Do not ever interrupt the interviewer before he / she has completed the question.

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## 3.7 LISTENING

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You will now hear an audio on types of interviews.

### Check Your Progress 6

Listen to the audio carefully and state which of these three summaries best describes the audio on types of job interviews?

1. The traditional interview examines the qualifications, experience and skills of the candidates. On the other hand the behavioural interview assesses their psychology and attitude.

## **Skills Needed at the Workplace-I**

2. The major difference between the two kinds of interview is that in the traditional interview applicants are asked general questions whereas in the behavioural interview they are asked personal questions.
3. While the traditional interview assesses the skills and abilities of candidates through general questions, the behavioural interview focuses on questions related to specific situations in which the applicants actually made use of these skills to achieve something or to solve a problem.

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## **3.8 SPEAKING**

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Here are some samples of questions asked during job interviews. Think about possible answers. Record your answers and listen to the recording and assess your responses. You could also practice them with your study partner.

### **Personal**

1. Tell me about yourself.
2. Do you have any hobbies? What do you do in your spare time?

### **Education**

1. How do you think your education has prepared you for this position?
2. What were your favorite subjects/activities at school?
3. Why did you choose your major subject?

### **Team work**

1. What are the characteristics of a successful team?
2. What qualities do you have that make you an effective team player?
3. Do you work better by yourself or as part of a team?
4. What can you contribute to establish a positive working environment for our team?
5. What type of people do you work best with?

### **Strengths**

1. What are your three greatest strengths?
2. What can you contribute to our organization?
3. What are your strong points and how have they helped you in your performance/studies.

### **Success / Achievement**

1. How do you determine or evaluate success?
2. What do you think it takes to be successful in a company like ours?
3. In what ways do you think you can make a contribution to our company?
4. What two or three accomplishments have given you the most satisfaction? Why?
5. Describe the most rewarding experience of your career thus far.

### **Analytical Skills**

1. Are you analytical? Give us one example of your analytical abilities.
2. Tell us about a particularly difficult problem that you analyzed and what was your recommendation.

### **Motivation**

1. What motivates employees?
2. Name some of the ways that a supervisor can demotivate staff.
3. What are some of the ways in which a supervisor can motivate staff?

### **Career Goals**

1. Where do you want to be 5 years from now in your career?
2. What are your long term career goals?
3. What prompted you to take your current job?
4. Where do you see yourself 10 years from now?

### **Leadership**

1. What is your strongest leadership skill and how will it assist you for this job?
2. Provide us with an example of your leadership ability.

### **Communication**

1. How do you effectively communicate with others?
2. How important is listening to effective communications?
3. What are some of the characteristics of a good listener?
4. Tell us about a situation where you demonstrated good communications skills.

### **Miscellaneous**

1. What new skills or capabilities have you developed recently?
2. Give me an example from a previous job where you've shown initiative.

### **Here are clues for some of these questions:**

#### *Tell me about yourself.*

This is perhaps the most frequently asked question during interviews. It is a question asked at the beginning of the interview and gives the applicant an opportunity to make an opening statement about himself / herself. You can use this to state a summary of your goals, overall professional capabilities, achievements, background (educational and family), strengths, professional objectives and anything about your personality that is relevant and interesting. This question represents an opportunity to lead the interviewer in the direction you want him/her to go e.g., your specialization or whatever else you may wish to highlight.

Remember that the first impression you create will go a long way in the ultimate selection. However, most candidates who are asked this question just blurt out their schooling, college, marks and qualifications. All this is already there in the CV. Why tell the interviewer something s/he already knows?

Emphasise upon the unique characteristics that you possess while answering this question. All of us are unique in our own way. And that is the catch. Actually, everybody has something special and what one needs to do is, to probe into one self and answer the question.

#### *What are your strengths and weaknesses?*

This is a rather deceptive question and should be prepared carefully. To prepare for this question one should ensure that one makes an objective self assessment of oneself before the interview. Identify and define your strengths and weaknesses. Think about your personality traits that help you to perform better as your strengths, and weakness as what hampers your performance. Be positive: turn a weakness into a strength. For example, you might say: "I often worry too much over my work/ assignments."

#### *What are your hobbies? Do you play any sports?*

Through such questions the interviewer may be looking for evidence of your job skills outside of your professional experience. For example, hobbies such as chess or bridge demonstrate analytical skills. Reading, music, and painting are creative hobbies. Individual sports show determination and stamina, while group sort of activities may

indicate you are comfortable working as part of a team. Your awareness of the objectives behind such questions can help you answer appropriately.

Also, the interviewer might simply be curious to know whether you have a life outside of work. Employees who have creative or athletic outlets for their stress are often healthier, happier and more productive.

*Do you prefer to work by yourself or with others?*

The ideal answer is one of flexibility. However, be honest. Give examples describing how you have worked in both situations.

### **Asking Questions during a Job Interview**

At most interviews, you will be invited to ask questions of your interviewer. This is an important opportunity for you to learn more about the employer, and for the interviewer to further evaluate you as a job candidate. It requires some advance preparation on your part.

Here are some guidelines for asking questions:

- Prepare five good questions, with the understanding you may not have time to ask them all.
- Ask questions concerning the job, the company, and the industry or profession.
- Your questions should indicate your interest in these subjects and that you have read and thought about them. For example, you might start, "I read in Economic Times that ... I wonder if that factor is going to have an impact on your business."

### **Check Your Progress 7**

Pick up a job advertisement relating to your field of study / interest. Imagine that you have been called by the advertiser for a job interview. Make a list of at least three questions you could ask at the interview.

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## **3.9 WRITING**

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### **Check Your Progress 8**

#### **Asking for Reference**

Write a letter to a professor asking him / her if you can mention him / her as a referee in your CV and whether he / she will be willing to provide a reference for you when needed. Include the following points:

- a reminder of who you are (professors teach hundreds of students and should be able to place you)
- request for permission to name him / her a referee

- inform them about where you are applying – it could be an Institute of Higher Education or a business organization

Now compare your letter with the sample given in the key.

### **Check Your Progress 9**

#### **Replying to Letter of Appointment**

Here is an appointment letter from a company where you appeared for a job interview. Write a reply.

### **Maurya Travels**

256 Nehru Nagar

New Delhi 110019

Tel: 91 011 26018563

E mail: maurya.travels@sancharnet.in

8 September 2003

Dear Ms Dhara Taneja

Thank you for attending the interview on 3 September 2003. I am pleased to offer you the post of Sales Executive in our Marketing Division at a starting salary of Rs 15000 per month. You will be required to join duty on 1 October 2003.

As discussed with you, the office hours are from 9.30 am to 6 pm, Monday to Friday. You will be entitled to 2 weeks of annual paid holiday.

Please confirm acceptance of this appointment in writing and that you can take up this duty from 1 October.

Yours Truly

Ashwinder Singh

G M, HRD

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### **3.10 SUMMARY**

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Writing an effective letter of application for a job and a neat and meaningful CV are difficult skills to acquire. In this unit we have tried to make you aware of the following:

- What employers want from the résumé's/CV's they receive.
- How to select and organize information in a C.V.
- How to create an attractive format

We have also given you models of application letters and acceptance letters.

In an application letter:

- You should provide concrete evidence of your skills and ability to perform the job you are applying for
- Do not repeat your C.V., but subtly persuade the company that they need your skills.

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### 3.11 SUGGESTED READINGS

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Batteiger, R.P. *Business Writing: Process and Form*. California: Wadsworth Publishing Company.

Lannon M, Tullis G and Troppe T, 1993. *Insights into Business*. Essex: Addison Wesley Longman Ltd.

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### 3.13 ANSWERS TO CHECK YOUR PROGRESS

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#### Check Your Progress 1

2. Salil Mishra's C.V. could be improved
  - i. He could delete information on family background. The employer is not interested in what his brothers and uncles are doing.
  - ii. One 'heading' for address is enough –and that should be the address where you want the reply to reach you.
  - iii. Instead of hobbies he could use the word **interests**.
  - iv. He needs to write a little more about his current responsibilities in the present job.
  - v. In terms of Presentation –the heading should have been in Bold and in a separate line in all instances.
  - vi. These could be some mention of Referees.
3. A letter of application should have the following information
  - Where did you learn about the position?
  - Which job are you applying for?
  - Refer to your CV in the letter-Explaining how your experience and skills qualify you for the job.
  - Ask for an interview.

#### Check Your Progress 2

Dear Sir

I am a post graduate in Travel and Tourism, interested in the post of Sales Executive in your Marketing Division advertised in The Times of India.

I am currently employed as a Management trainee at Golden Tours and Travels, Bhopal where I have completed one year. Having worked in the travel industry for a year, I believe I have learnt the basics and I now wish to go into International travel and tourism. Maurya Travels is a known name in this field and I am sure I will find the work at Maurya both challenging and satisfying. You are looking for an executive who can help promote foreign travel and that is my specific area of interest. The profile of your company outlines many possibilities for growth which I find most interesting. The job you are offering matches my personal and professional interests.

As you will notice in my enclosed C V, I have combined my specialization in Travel & Tourism with a diploma in Marketing, which gives me an advantage in dealing with customers and promoting goods and services and further qualifies me for consideration. I have also had some experience dealing with international business travelers in my present

job. I am a conscientious, hard working and responsible worker. My colleagues often appreciate my sense of humour and my ability to get along with all kinds of people. I am sure my socializing skills along with my ability to communicate effectively in English and Hindi would be extremely relevant and suitable to the needs of your organization.

## Job Applications and Interviews

I look forward to meeting with you and discussing my qualifications in more detail.

Yours faithfully,

Dhara Taneja

### Check Your Progress 3

- |             |                  |                                |                    |
|-------------|------------------|--------------------------------|--------------------|
| 1. Personal | 2. Job Objective | 3 Education                    | 4. Work Experience |
| 5. Projects | 6. Skills        | 7. Extra curricular activities |                    |
| 8 Interests | 9 References     |                                |                    |

### Check Your Progress 4

Open ended.

### Check Your Progress 5

- |      |     |     |     |      |
|------|-----|-----|-----|------|
| 1. c | 2 d | 3 a | 4 a | 5 b  |
| 6 c  | 7 b | 8 a | 9 d | 10 b |

### Tape script

#### Types of Job Interviews

by Randall S. Hansen, Ph.D.

The two styles of interviewing used by several companies today are the traditional job interview and the behavioral interview. The traditional job interview uses broad-based questions such as, "why do you want to work for this company," and "tell me about your strengths and weaknesses." The interviewees' success or failure is more often than not based on the ability of the job-seeker to communicate with confidence than on the truthfulness or content of their answers. Employers are looking for answers to three questions: does the job-seeker have the skills and abilities to perform the job; does the job-seeker possess the enthusiasm and work ethic that the employer expects; and will the job-seeker be a team player and fit into the organization.

The behavioral job interview is based on the theory that past performance of the job – seeker is the best indicator of future behavior, and uses questions that probe specific past behaviors, such as: "tell me about a time where you confronted an unexpected problem and how did you resolve it," "tell me about an experience when you failed to achieve a goal," and "give me a specific example of a time when you managed a difficult colleague successfully." Job-seekers need to prepare for these interviews by recalling scenarios that fit the various types of behavioral interviewing questions. Job seekers should expect interviewers to have several follow-up questions and probe for details that explore all aspects of a given situation or experience. Recent college graduates with little work experience should focus on class projects and group situations that might lend themselves to these types of questions. Your hobbies and any volunteer work you might have done also should provide examples you could use.

Job-seekers should frame their answers based on a four-part outline:

- (1) describe the situation or experience truthfully

- (2) discuss the actions you took
- (3) relate the outcomes of the actions
- (4) specify what you learned from it so that you could use the experience in the future.

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### **Check Your Progress 6**

Answer : Summary number 3

### **Check Your Progress 7**

- 1. Could you tell me what my job responsibilities are likely to be?
- 2. I've read in *Economic India* that some countries are considering a ban on outsourcing. Is that going to effect your business?
- 3. Could you tell me about the salary structure of the job?

### **Check Your Progress 8**

Write a letter to a professor asking him / her if you can mention him / her as a referee in your CV and whether he / she will be willing to provide a reference for you when needed.

Dear Ms Nandita Rao / Dear Madam

I am a former student of your faculty of Business Management. I was an Under Graduate student at the RNT College from 1999 to 2001. You may recall that I was in constant touch with you during my BBA and also did my project under your guidance in my Final Year of BBA.

I wish to name you as a referee in my Curriculum Vitae and would like to request for your permission to do so.

I have now completed my Masters in Business Administration and I am applying for jobs in Marketing.

I look forward to your positive response to my request.

Yours Sincerely

Amit Sen

### **Check Your Progress 9**

Dear Sir

Thank you for your letter of 8 September offering me the job of a Marketing Executive at Maurya Travels. I am delighted to accept this position.

I will report for duty on 1<sup>st</sup> October at 9.30 am.

I really look forward to working in your company.

Yours Truly

Ms Dhara Taneja