

For each round the following roles should be played:

1. *Interviewer:*
 - *Ask the Scripted Questions*
 - *Take notes for feedback*
2. *Interviewee:*
 - *Respond to Questions*
 - *Make the Connection*
 - *Close the Sale*
3. *Feedback Leader & Timekeeper:*
 - *Keep the team on track for time,*
 - *Keep notes on the interaction*
 - *Lead the feedback discussion*

3 rounds per team

- Interview round: 8 minutes
- Feedback round: 5 minutes

Interview #1

Question #1: Occasionally people are dissatisfied with the quality of service they receive. Can you tell me about the most difficult situation you've faced in that area?

Question #2: What is your biggest weakness?

Interview #2

Question #1: Tell me a little about yourself.

Question #2: I'd like you to describe a time when you were involved in developing a solution to a problem.

Interview #3

Question #1: Tell me about a time when you made a major mistake in your work.

Question #2: Why are you looking? Why did you leave your last role?

Areas of Focus	Positive feedback <i>(things that went well)</i>	Constructive Feedback <i>(suggestions for things that could be improved)</i>
<p>Answered the Behavioral Questions</p> <ul style="list-style-type: none"> - used the STAR method <i>(Situation/Task, Action & Result)</i> - spoke in the past tense - used a “real story” didn’t speak in hypotheticals 		
<p>Was well prepared for the tough question/Exit statement or Position Statement</p>		
<p>Keep answers succinct and to about a 3-4 minute response</p>		
<p>Made the connection (eye contact, confidence, mirroring)</p>		