

FIRST IMPRESSIONS

Be prepared to answer common questions, dress for success, and leave a lasting impression at your next interview

Making a Good First Impression

- Show up on time
- Dress the part
- Bring your resume
- Put your phone away
- Have all your information organized and accessible



Researching the Position



1. Cashier

Cashiers are responsible for providing **excellent customer service**, **efficiently and accurately** completing **sales** and service transactions at the **cash register**, as well as **handling** customer **issues** that may arise on the sales floor. **Other duties** may be assigned as needed.

4. Your Next Job

Researching the Company/Organization/Store

What should you know about the company before the interview?

- The skills and experience the company values
- Key players in the organization
- News and recent events about the organization
- The company's culture, mission, and values
- The person interviewing you

7 Things to Research Before Any Job Interview, [glassdoor.com](https://www.glassdoor.com), 2014



Where can you find that information?

- Company information posted on job description
- Company website, social media, LinkedIn
- Friends and family

Answering Common Questions

Tell me about yourself.

Describe your strengths.

Describe your areas for improvement.

Where do you see yourself in five years?

Why do you want to work here?

Strengths

- Integrity
- Self-discipline
- Adaptable
- Communication
- Problem solving
- Teamwork
- Initiative
- Persistence/Resilience
- Judgment/decision making
- Planning and organization skills

What do you think you can contribute to this company?

If you were an animal, what animal would you be and why?

Tell me about a time when . . .

What do you want to know about us?

Areas for Improvement

- Impatience
- Over-talkative
- Unassertive
- Stubborn/Uncompromising
- Procrastination
- Reluctance to share/delegate tasks
- Controlling/strong-willed
- Being too sensitive
- Lacking a technical skill

Asking Good Questions

- What would a regular day in this job be like?
- Will you tell me a bit about your workplace?
- Who held this position before me?
- Is there opportunity for advancement?
- May I meet the person I would be working for?



Nonverbal Communication

Body Language – Sit up, lean in, unfold arms, nodding, gestures

Use of Eyes – Eye contact, fixed gaze (but not a stare down)

Use of Space – Appropriate distance from interviewer

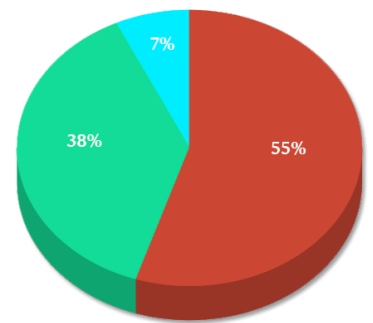
Touching Behavior – Just a handshake!

Tone of Voice – Speak clearly and in full sentences

Leave/send a thank you note!

Elements of Personal Communication

- > 7% Spoken words
- > 38% Voice, Tone
- > 55% Body Language



- Clean and polished conservative dress | Well-groomed hairstyle
- Cleaned and trimmed fingernails | Minimal cologne or perfume
- No visible piercings* | Minimal jewelry