



INTERVIEW PREPARATION

- Research the company's products, services and clients before you apply.
- Bring copies of your cover letter, resume, current references and a pen and paper.
- Avoid smoking and discard chewing gum before your interview.
- Arrive 10-15 minutes early for your interview and **do not bring friends or family**.
- Introduce yourself and always **be polite and respectful to everyone you meet**.
- Be conscious of signs, policies and company literature while in the waiting room.
- Stay positive and don't be critical of past employers or supervisors.
- Thank the employer at the end.

INTERVIEW ATTIRE

- Check out the "appearance code" at the workplace and dress accordingly.
- Clothes should be neat, clean and in good shape:
 - Suit or dress shirt, tie and dress pants or professional skirt.
 - Dress shoes and socks or low heel shoes.
- Hair should be neat, groomed and conservatively styled. Freshly shaved or neat facial hair.
- Shower, brush your teeth, and apply deodorant; **do not apply products with strong scents**.
- Minimal jewelry, accessories, make-up, and nail polish.

ILLEGAL QUESTIONS

Except when there is a bona fide occupational requirement, it is discriminatory and contrary to the *Human Rights Act* for an employer to refuse to employ or to dismiss a person because of the persons:

- | | |
|---------------------------------|--|
| • Race | • Marital status |
| • National or ethnic origin | • Family status |
| • Colour | • Genetic characteristics |
| • Religion | • Disability |
| • Age | • Conviction for an offence for which a pardon has been granted or in respect of which a record suspension has been ordered. |
| • Sex | |
| • Sexual orientation | |
| • Gender identity or expression | |

COMMON INTERVIEW QUESTIONS

- Tell me about yourself.
- Tell me about your experience with this type of work.
- Why do you want to work here?
- What are your greatest strengths?
- What are your weaknesses?
- What are your long-range goals?
- What types of office equipment or technology do you have experience with?
- What is your greatest achievement?
- Why did you leave your last job?



BEHAVIOR BASED INTERVIEW QUESTIONS

- Please provide an example of when you demonstrated good judgment and logic to solve a problem.
- Describe a time when you had to think quickly on your feet to get yourself out of a difficult situation.
- Tell me about a time when you went above and beyond to finish a job.
- Describe a time when you faced problems or stressors that tested your coping skills.
- When have you used your written communication skills to get a point across?
- Please provide an example of a goal that you set and tell me how you reached it.
- Describe the most significant or creative presentation you have completed.
- Describe a time when you effectively communicated with a challenging client or co-worker.
- Describe a time when you used persuasion to convince someone to agree with you.

QUESTIONS FOR THE INTERVIEWER

- What is the company culture like?
- Can you tell me about the team I would be working with if hired?
- What improvements or changes do you hope the new candidate will bring to this position?
- Where do you see this company in the next few years?
- Is there anything else I can provide that would be helpful to you in making your hiring decision?
- When can I expect to hear back regarding your decision?
- Ideally, if offered the role, what are the biggest priorities you would like me to tackle immediately?
- What professional development programs are available to your employees?
- I know one of your company values are [X], how does that manifest in the workplace?
- What do you feel makes this company unique from competitors?
- What does a typical day look like for someone in this position?
- What are the biggest challenges that someone in this position would face?
- What are the skills, abilities and experiences displayed by successful employees in this position?

TOPICS AND QUESTIONS TO AVOID IN AN INTERVIEW

- Readily available information, such as something you could have found on their website, or questions you already know the answer to from the job description
- Never ask about benefits, pay, what they will do for you i.e. how often can you take a sick day
- Personal or non-work related questions
- Negative topics, you want to end with them feeling positive about you