**Title:** Job Interview

**PO:**

Task: Interview for a job.  
Condition: Given a personal resume, a job for which you have been notified to come for an interview, and an interviewer’s name.  
Standard: Must score at least 35 points on a Job Interview Rating Sheet.

**Related SOL:**  
ENGL 11.4, Read and analyze a variety of informational materials.  
GOVT 17, Demonstrate knowledge of personal character traits that facilitate thoughtful and effective participation in civic life.

<table>
<thead>
<tr>
<th>Content</th>
<th>Activities</th>
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</table>
| **Introduction:**  
State the PO  
Check for understanding  
Explain WHY?  
Check for prior knowledge or skill | Show PPT-1, Performance Objective  
Use PPT-2, Why Learn this.  
Offer students the opportunity to do the posttest interview as a pre-test. |

<table>
<thead>
<tr>
<th>Body:</th>
<th>Explain</th>
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</table>
| Prepare for the Interview:  
• Professional appearance – wear appropriate business apparel  
• Be on time  
• Be prepared to ask for the person you will meet by name  
• Bring your personal portfolio of work to show |  
• Up to this class students had learned to prepare a Personal Data Sheet, a Personal Resume, and how to interview for a job.  
• Show PPT-3, Prepare for the Job Interview  
• Show PPT-4, The Interview |
| The Interview:  
• Offer a strong handshake  
• Do not sit down until asked to do so  
• Communicate your interest in a marketing career and this particular job  
• Look the interviewer in the eyes when you speak to them.  
• Explain how this job fits into your career goals.  
• Demonstrate confidence and professionalism by using professional language and speaking up confidently  
• Ask questions about the company and job  
• When finished, thank the interviewer for the opportunity to interview for the job  
• Clarify what will happen after the interview  
• Find out when you can expect to hear from the company. |  
Activity  
The Role Play Job Interview Assignment should have been passed out to students at least two days before the role-play job interview. (See the Notes section at the bottom of the Lesson Plan Form.  
• Remind students that this Interview Role Play will serve as their exam for the Job Interview.  
• Go over what the class will do as they observe the interview. Pass out the Job Interview Observation Report to students not doing the interview that day.  
• Introduce the guest Interviewer to the class. When she is seated at the interview desk, have the first student knock on the door and enter.  
• Plan on four interviews a day. At then end of the last interview, have the observers critique the interviews using the Job Interview Observation Report as a guide. |
• Later, on an individual basis, conduct a post interview critique with each student stressing what they did well and explain how they could improve.

Summary

Show PPT-5 and 6, Summary as you go over the main points of the Interview.

Evaluation:

This job interview role-play is the exam for Job Interview. To pass the student must receive at least 35 points on the Teacher’s Job Interview Rating Sheet.

Conclusion:

Review the main items of the lecture.
Encourage the students to use these main points when they interview for a future job.
Explain that the next lesson will be over “Follow-up on the Job Interview.”
Don’t leave any doubt that you’re finished with the lecture.

References:


Training aids:

Computer and slide projector
CD with Job Interview PPT slide presentation
Assignment Handouts

Notes:

You should go over the role-play activity a couple of days before the actual activity takes place.

• Pass out the Role Play Job Interview Assignment at that time.
• Have them read “Complete a Successful Interview” Page 637 in their text, Marketing.
• Give students a job ad that describes the job they will interview for.
• Have them think about the skills, knowledge and attitudes they will highlight in their interview as they relate to the job.
• Have them to prepare questions about the job they will use when the interview.
• Draw names to find out the date and order the students have for the interview.
The Interview

Performance Objective:

Task: Interview for a job.
Condition: Given a personal resume, a job for which you have been notified to come for an interview, and an interviewer’s name.
Standard: Must score at least 8 on the job Interview Rating Scale.

A Review: Prepare for the Interview.

- Professional appearance – wear appropriate business apparel
- Be on time
- Be prepared to ask for the person you will meet by name
- Bring your personal portfolio of work to show
- . . . And

The Interview:

- Offer a strong handshake
- Do not sit down until asked to do so
- Communicate your interest in a marketing career and this particular job
- Look the interviewer in the eyes when you speak to them.
- Explain how this job fits into your career goals.

The Interview (Cont.)

- Use professional language and speak up confidently
- Ask questions about the company and job
- When finished, thank the interviewer for the opportunity to interview for the job
- Clarify what will happen after the interview
- Find out when you can expect to hear from the company.

Summary

- Be prepared
  - Professional appearance – wear appropriate business apparel
  - Be on time
  - Ask for the person you will meet by name
  - Have your personal portfolio of work to show

And . . .

- The Interview:
  - Offer a strong handshake
  - Do not sit down until asked to do so
  - Communicate your interest in a marketing career and this particular job
  - Look the interviewer in the eyes when you speak to them.
  - Explain how this job fits into your career goals.
  - Demonstrate confidence and professionalism
  - Ask questions about the company and job
  - When finished, thank the interviewer
  - Clarify what will happen after the interview
Retail Sales - MacArthur Center

Nordstrom is a fashion specialty retailer founded on a simple idea: offer each customer the best possible service, quality, value and selection. We’re looking for counter managers to lead a cosmetics line while assisting customers with make-up application, skin care and fragrance selections.

From attentive salespeople to meticulous tailors and innovative merchants, our teams are comprised of talented people who work hard to delight the customer. When you join a Nordstrom Store, you are welcomed into a family dedicated to creating memorable and rewarding shopping experiences for our customers.

Nordstrom currently has sales openings for counter managers in our Cosmetics and Fragrances departments. The ideal candidate is results oriented, a team leader and thrives in a commissioned sales environment. If you share our love for the customers we serve, the merchandise we sell and the work we do, this is a place for you to build a rewarding career.

Responsibilities

- Set and achieve personal sales goals while supporting the goals of the team
- Greet customers in a timely, professional and engaging manner
- Provide honest and confident feedback to customers regarding products
- Build lasting relationships with customers by contacting them to follow up on purchases, suggest new products and invite them to upcoming events
- Consistently seek new trend and product knowledge to act as an expert for the customer
- Open new Nordstrom Fashion Rewards accounts as a means of building customer relationships
- Build and maintain strong vendor relationships to maximize business results
- Manage the scheduling and execution of vendor events and promotions
- Communicate business opportunities that include line performance, stock levels and team motivation/recognition
- Perform daily department maintenance tasks including stock work, re-merchandising, display, price markdowns, merchandise transfers and light cleaning

Qualifications

- Proven ability to set and achieve sales goals
- Competitive drive and entrepreneurial confidence to succeed in a commission-based environment
- Demonstrated ability to develop relationships with customers and coworkers
- Knowledgeable and enthusiastic about cosmetic trends
- Ability to positively and proactively handle customer concerns and prioritize multiple tasks in a fast-paced environment
- Ability to quickly learn new procedures and processes
- Strong organizational and follow-through skills
- Excellent communication and interpersonal skills
- High level of ownership, accountability and initiative
- Cosmetics artistry experience a plus
Since 1901, Nordstrom has offered a wide variety of quality apparel, shoes and accessories for men, women and children at our stores across the country. We're proud to be named to Fortune™ magazine's list of '100 Best Companies to Work For.' We believe this recognition comes from our desire to empower our employees to set their sights high and deliver exceptional service to customers.

As a Nordstrom employee, you can feel confident that your health and well-being are among our highest priorities. We offer a comprehensive, flexible employee benefits package that includes medical/vision and dental coverage, a generous merchandise discount, an employer-matched 401(K) savings and profit sharing plan and much more.

We are an equal opportunity employer committed to providing a diverse environment.

The above information has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job. No visa sponsorship is available for this position.
Role Play Job Interview Assignment

Information Sheet

Background: Up to this point, you have learned the following:

- Identified the marketing jobs in which you are interested.
- How to make a career match.
- How to develop a Personal Data Sheet.
- How to fill a Job Application using your Personal Data Sheet.
- How to Interview for a job.

Next Assignment: It is now time for you to experience the job Interview. This role-play will serve as your examination over the job Interview. We will do it this way:

You will find a marketing job announcement attached to this Information sheet. You will prepare to interview for this job. To get ready for this Interview you should do the following:

- Read “Complete a Successful Interview” Page 637 in their text, Marketing.
- Review the Job Announcement attached.
- Review the Job Interview Rating Sheet that will be used to evaluate your interview.
- Identify the skills, knowledge and attitudes you have that you think will help you in the interview for this job.
- Prepare questions about the job that you might use in the interview.
- Plan what you will wear on the day of your interview. Remember, dress professionally.

Your Role: This is a role-play activity.

You will be a young person applying for a job. You have an appointment with Ms. Susan Wayne, the assistant personnel manager with the local Nordstrom Department Store.

Interviewer’s Role:

Ms. Susan Wayne really is the assistant personnel manager with the local Nordstrom Department Store. She will interview you just like she would if you came for an actual job interview. She will expect you to try to make your best impression on her.

Observer’s Role:

Observers are those students who are not participating in the job interview that day. Observers will watch the interviews using a Job Interview Rating Sheet as a guide. They will fill out an Observer’s Job Interview Rating Sheet on each student who interviews that day. At the end of all the interviews that day, observers will critique them. Then they will turn in their unsigned Observer’s Job Interview Rating Sheets to the teacher who will sort them together and pass them back to the students who interviewed for their information. They will not be used to assign a grade.

The Grade:

The teacher will also complete a Teacher’s Job Interview Rating Sheet and use it to assign a grade. This sheet will be given back to the student during a private critique.
Observer’s Job Interview Rating Sheet

Name: ___________________________ Date: _____________

<table>
<thead>
<tr>
<th>No.</th>
<th>Observation</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Professional Dress</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Used a strong handshake and looked the interviewer in the eyes</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Do not sit down until asked to do so</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Communicated interest in a marketing career</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Communicated interest in this particular job</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Explained how this job fits into career goals.</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Always looked the interviewer in the eyes when speaking</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Used professional language</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Spoke confidently</td>
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</tr>
<tr>
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<td></td>
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<tr>
<td>13</td>
<td>Clarify what will happen after the interview</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Found out when to expect to hear from the company.</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Shoot hands confidently before leaving.</td>
<td></td>
</tr>
<tr>
<td>16</td>
<td><strong>Overall job.</strong></td>
<td></td>
</tr>
</tbody>
</table>

Comments:

Ratings: Excellent job = 10  
            Good job = 8  
            Satisfactory = 6  
            Unsatisfactory = 4  
            Did not do = 0
# Teacher’s Job Interview Rating Sheet

Name: ____________________________________________  Date: ________________

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<th>Pts Awarded</th>
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<td></td>
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**Total Points**  
50

**Comments:**

**Grade =**