

XLAN 1910

Language for Work

Module 4: The Job Interview

Student Workbook

Integrated Language and Workforce Training

Faculty of Foundational, Career, and Intercultural Studies

Integrated Language and Workforce Training

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Module 4: Student Workbook

Essential Skills Checklist

Essential Skills for Employment	I can't do this.	I can do this with help.	I can do this well on my own.
 Reading			
I can find information in a written text.			
I can judge the information I have read.			
I can follow written instructions.			
 Document Use			
I can read documents such as signs, labels, lists, and forms.			
I can complete forms.			
 Writing			
I can write a short paragraph.			
I can write an email.			
 Oral Communication			
I can participate in a job interview.			
I can ask questions about a job opportunity.			
I can be polite at work.			
 Thinking			
I can make decisions about my career.			
I can set career goals for myself.			

Essential Skills for Employment	I can't do this.	I can do this with help.	I can do this well on my own.
 Computer Use			
I can use a keyboard and mouse efficiently.			
I can email documents as attachments.			
I can use the internet to help me find information on jobs and tips on employment.			
 Continuous Learning			
I can identify my skills and abilities.			
I can take feedback from others.			
 Numeracy			
I can identify wage/salary of a job from a job profile.			
I can read a work schedule.			
I can fill out a time sheet.			

Needs Assessment

Instructions: Before you begin this module, answer the following questions:

1. Write three things you **know** about job interviews in Alberta.

- _____
- _____
- _____

2. Write three things you **want to know** about job interviews in Alberta.

- _____
- _____
- _____

Adapted from KWL Chart (TRAN 1003, Employment Prep – Module 1)

Task 1A

Name: _____

Date: _____

Handout 1

The Job Interview¹

Great news! An employer want to talk to you. The employer wants to interview you. Write down the time, date, and address of your meeting.

Now you must get ready for the interview. You must be ready to answer questions.

Read the steps in this section. They will tell you what to do before the interview.

Three Types of Interviews

The three types of interviews are

- Telephone interview
- One-on-one interview
- Panel interview

1. Phone interview

A phone interview can happen at any time.

- It can happen when you call the phone number on a job posting.
- It can happen when you call a company to look for work.
- It can happen after the employer reads your resumé.
- It can happen if you live far away from the company.
- It can happen after you and the employer make an appointment for a phone interview.

2. One-on-one interview

When only one person interviews you, it is a one-on-one interview. The person who interviews you is usually the manager.

3. Panel interview

When more than one person interviews you, it is a panel interview. Sometimes the panel will be the manager and two workers. Sometimes it will be three managers.

Before the Interview

1. Do your research!

¹ Government of Alberta (2011). *Easy reading find a job: A workbook to help you find the job you want* (pp. 62, 64).

Find out about the employer before you go to your interview. This will show the employer that you are interested in the company. It will help you answer questions during the interview. It will also help you know what questions to ask.

How do you research an employer?

- Ask other people what they know about the company.
- Use the internet to find out about the company.

2. Learn about body language; think about how you should move in an interview.
3. Learn what questions the employer will ask.
4. Practise answering the interview questions.
5. Think about what questions you can ask the employer.
6. Plan ahead of time.

You do not want to be late for an interview.

- How are you going to get to the interview?
- If you are taking a bus, know the bus number, route, and times.
- If you drive, look at a map. Write down the roads you need to take.
- Practise the drive the day before. This will tell you how long the trip will take.

7. Collect your information.
 - Make sure you know the correct date.
 - Make sure you know the correct time.
 - Make sure you know the right address.
 - Bring a copy of your reference list.
 - Bring a copy of your resumé.

Handout 2

Name: _____

Date: _____

The Job Interview Questions

1. What is a job interview? _____

2. Name three types of job interviews.

- _____
- _____
- _____

3. Which interview type do you think is the most difficult? Why?

4. Name seven things you **must** do before a job interview.

- _____
- _____
- _____
- _____
- _____
- _____
- _____

5. What do you need to bring to a job interview?

- _____
- _____

Task 1B: Parts of the Job Interview

Name: _____

Date: _____

CLB 3 Listening Task – Parts of a Job Interview

Instructions: Listen to your teacher talk about the parts of a job interview. Then, put the parts in order.

_____ I leave the interview.

_____ The employer asks me questions.

1 I arrive at the interview.

_____ I ask questions about the job.

Total: ___/3 marks

Task 1B: Parts of the Job Interview

Name: _____

Date: _____

CLB 4 Listening Task – Parts of a Job Interview

Instructions: Listen to your teacher talk about the parts of a job interview. Then, put the parts in order.

_____ I say thank you and goodbye.

_____ The employer tells me about the job.

 1 I come early to the interview.

_____ I ask questions about the job.

_____ I answer questions.

Total: ____/4 marks

Task 1B: Parts of the Job Interview

Name: _____

Date: _____

CLB 5 Listening Task – Parts of a Job Interview

Instructions: Listen to your teacher talk about the parts of a job interview. Then, put the parts in order.

_____ I say thank you and goodbye.

_____ The employer asks me questions.

_____ The employer asks if I have any questions.

 1 I come early to the interview.

_____ I talk to the counter person.

_____ I ask questions about the job.

Total: ___/5 marks

Task 2A: Read About Body Language

Name: _____

Date: _____

Handout 3

Learn About Body Language: You must practise what you will say at your interview. But first, think about how you move. Some things are not said with words. They are said with actions. You can learn a lot about other people by their actions. This is called body language. You can say a lot with your eyes. Eye contact is important in an interview. You can also say a lot with how you sit or stand or move.

Be aware of your body language.

- Are you making eye contact? Not making eye contact can be rude.
- Are you listening?
- Are you sitting straight?
- Is your body facing the interviewer?
- Are you sitting still?
- Are your hands still?
- Are you smiling? Frowning can make you look unfriendly.
- Are your arms crossed? Crossed arms can make you look angry or upset

Task 2B: Identify Body Language

Name: _____

Date: _____

Handout 4

Video 1

Instructions: Read the questions in the table below. Next, watch the job interview video, *Job Interview: I Want to Learn (ESL)*, at https://www.youtube.com/watch?v=naIkpQ_cIt0

- Decide if the candidate has good body language (**Yes**) or bad body language (**No**). Put a checkmark (✓) under Yes or No.

	Yes	No
Is she making eye contact?		
Is she listening?		
Is she sitting up straight?		
Is her body facing the interviewer?		
Is she sitting still?		
Are her hands still?		
Is she smiling?		
Are her arms crossed?		
Does she look friendly?		

- Is she using good job interview body language? (Circle your answer) **Yes or No**

- Do you think she will get the job? (Circle your answer) **Yes or No**

Video 2

Instructions: Read the questions in the table below. Next, watch the job interview video at <https://www.youtube.com/watch?v=akjwDe081IA>

1. Decide if the candidate has good body language (**Yes**) or bad body language (**No**). Put a checkmark (✓) under Yes or No.

	Yes	No
Is she making eye contact?		
Is she listening?		
Is she sitting up straight?		
Is her body facing the interviewer?		
Is she sitting still?		
Are her hands still?		
Is she smiling?		
Are her arms crossed?		
Does she look friendly?		

2. Is she using good job interview body language? (Circle your answer) **Yes or No**
3. Do you think she will get the job? (Circle your answer) **Yes or No**

Task 4A

Job Interview Questions

Instructions: In groups, discuss how you would answer the following questions. Practice answering the questions. Also, talk about what kinds of answers you should avoid.

CLB 3–5	CLB 4–5
How do you greet someone in a job interview?	What are your best personal qualities?
How do you prepare for a job interview?	Where do you see yourself in five years?
Tell me about yourself.	Do you have any questions for me?
Why should we hire you?	CLB 5
What is your greatest strength?	How do you make important decisions?
What is your greatest weakness?	How do you handle conflict?
Why do you want to work for this company?	What will your references say about you?
Why did you leave your last job?	
Tell me about your work experience.	
What skills do you have?	

Adapted from <https://theinterviewguys.com/top-10-job-interview-questions/#> and *Easy Reading Find a Job: A workbook to help you find the job you want* (pp. 62-77).

Task 4C

Name: _____

Date: _____

Job Interview Answers

Instructions: Listen to the following seven interview answers. Write the recording number beside the matching interview questions.

_____ Tell me about yourself.

_____ Why should we hire you?

_____ What is your greatest weakness?

_____ Why did you leave your last job?

1 Tell me about your work experience.

_____ What skills do you have?

_____ Do you have any questions for me?

Task 4E

Name: _____

Date: _____

CLB 3: Interview Questions and Answers

Instructions: Read the interview questions. Write your answers to each question. These answers are about **you**. **Do not lie!**

1. Tell me about yourself.

I am a _____

_____.

2. Why should we hire you?

You should hire me because I _____
_____.

3. What is your greatest strength?

My greatest strength is _____
_____.

4. What is your greatest weakness?

My greatest weakness is _____
but I _____.

5. Why do you want to work for this company?

I would like to work for this company because _____

_____.

6. Why did you leave your last job?

I left my last job because _____

_____.

7. Tell me about your work experience.

In _____, I worked _____.

Then, I _____.

Next, I _____.

Now, I _____.

8. What skills do you have?

My skills are _____ and _____.

I can _____.

I am very good at _____.

Task 4E

Name: _____

Date: _____

CLB 4: Interview Questions and Answers

Instructions: Read the interview questions. Write your answers to each question. These answers are about **you**. **Do not lie!**

1. Tell me about yourself.

I am a _____

_____.

2. Why should we hire you?

You should hire me because I _____
_____.

3. What is your greatest strength?

My greatest strength is _____
_____.

4. What is your greatest weakness?

My greatest weakness is _____
but I _____.

5. Why do you want to work for this company?

I would like to work for this company because _____
_____.

6. Why did you leave your last job?

I left my last job because _____

_____.

7. Tell me about your work experience.

In _____, I worked _____.

Then, I _____.

Next, I _____.

Now, I _____.

8. What skills do you have?

My skills are _____ and _____.

I can _____.

I am very good at _____.

9. What are your best personal qualities?

My best qualities are _____ and _____.

I am very _____.

10. Where do you see yourself in five years?

In five years, I would like to be _____

_____.

11. Do you have any questions for me?

Yes... what/who/where/when _____

_____.

Task 4E

Name: _____

Date: _____

CLB 5: Interview Questions and Answers

Instructions: Read the interview questions. Write your answers to each question. These answers are about **you**. **Do not lie!**

1. Tell me about yourself.

I am a _____

_____.

2. Why should we hire you?

You should hire me because I _____
_____.

3. What is your greatest strength?

My greatest strength is _____
_____.

4. What is your greatest weakness?

My greatest weakness is _____
but I _____.

5. Why do you want to work for this company?

I would like to work for this company because _____
_____.

6. Why did you leave your last job?

I left my last job because _____

_____.

7. Tell me about your work experience.

In _____, I worked _____.

Then, I _____.

Next, I _____.

Now, I _____.

8. What skills do you have?

My skills are _____ and _____.

I can _____.

I am very good at _____.

9. What are your best personal qualities?

My best qualities are _____ and _____.

I am very _____.

10. Where do you see yourself in five years?

In five years, I would like to be _____

_____.

11. Do you have any questions for me?

Yes... what/who/where/when _____

_____.

12. How do you make important decisions?

Before I make important decisions, I _____

_____.

Then, I _____.

Finally, I _____.

13. How do you handle conflict?

First, I _____.

Then, I _____.

Next, I _____.

Finally, I _____.

14. What will your references say about you?

I think he/she/they will say that I am _____

_____ and I am _____.

Task 4G

Name: _____

Date: _____

1. Write four questions that an employer can ask you in an interview.

- _____
- _____
- _____
- _____

2. With a partner, write a job interview conversation. **A** is the employer and **B** is the candidate.

A: _____

B: _____

A: _____

B: _____

A: _____

B: _____

A: _____

B: _____

A: _____

3. Practise your interview. Pay attention to your body language. Present the interview to the class.

Task 5: Illegal Interview Questions

Name: _____

Date: _____

Bad Interview Questions

Don't forget about the questions you **can't** be asked! It's illegal to ask applicants to give information that is not important to how a person will do a job. For example:

- National origin
- Age
- Marital/family status
- Gender
- Religion/group memberships
- Race/ethnicity
- Disabilities (physical and mental)
- Sexual orientation

Assessment Tasks

See the following pages for listening and speaking assessment marking guides.

Listening Assessments

CLB 3: At a Job Interview (Interacting with Others/ Comprehending Information)

Name: _____

Date: _____

Task: Participate in a role-play between an employer and an applicant.

Rating scale: **1**=unable to understand **3**=able to understand (at CLB 3 level)
2=needs repetition (below CLB 3) **4**=responds quickly

Holistic				
Student answers questions about their abilities and work experience. 1. Can understand the employer 2. Conversation is complete	1	2	3	4
Analytic				
Responds to greeting (hello, good morning, etc.)	1	2	3	4
Responds to question "Tell me about yourself."	1	2	3	4
What is your greatest strength?	1	2	3	4
What are your skills? What skills do you have?	1	2	3	4
Responds to closing (Thank you, goodbye)	1	2	3	4
Comments:				

Task is satisfactory if score is 3 or 4 in holistic and at least 15/20 in analytic.

Your score: _____

This task was completed at CLB 3 level. **Yes** **No**

CLB 4: At a Job Interview (Interacting with Others/ Comprehending Information)

Name: _____

Date: _____

Task: Participate in a role-play between an employer and an applicant.

Rating scale: **1**=unable to understand **3**=able to understand (at CLB 4 level)
2=needs repetition (below CLB 4) **4**=responds quickly

Holistic				
Student answers questions about their abilities and work experience. 1. Can understand the employer 2. Conversation is complete	1	2	3	4
Analytic				
Responds to greeting (hello, good morning, etc.)	1	2	3	4
Responds to question "Tell me about yourself."	1	2	3	4
What is your greatest strength?	1	2	3	4
What are your skills? What skills do you have?	1	2	3	4
Why did you leave your last job?	1	2	3	4
Where do you see yourself in 5 years?	1	2	3	4
Do you have any questions?	1	2	3	4
Responds to closing (Thank you, goodbye)	1	2	3	4
Comments:				

Task is satisfactory if score is 3 or 4 in holistic and at least 24/32 in analytic.

Your score: _____

This task was completed at CLB 4 level. **Yes** **No**

CLB 5: At a Job Interview (Interacting with Others/ Comprehending Information)

Name: _____

Date: _____

Task: Participate in a role-play between an employer and an applicant.

Rating scale: **1**=unable to understand **3**=able to understand (at CLB 5 level)
2=needs repetition (below CLB 5) **4**=responds quickly

Holistic				
Student answers questions about their abilities and work experience.	1	2	3	4
1. Can understand the employer				
2. Conversation is complete				
Analytic				
Responds to greeting (hello, good morning, etc.)	1	2	3	4
Responds to question "Tell me about yourself."	1	2	3	4
What is your greatest weakness?	1	2	3	4
Why should we hire you?	1	2	3	4
Why did you leave your last job?	1	2	3	4
Where do you see yourself in 5 years?	1	2	3	4
How do you make important decisions?	1	2	3	4
Do you have any questions?	1	2	3	4
Responds to closing (Thank you, goodbye)	1	2	3	4
Comments:				

Task is satisfactory if score is 3 or 4 in holistic and at least 27/36 in analytic.

Your score: _____

This task was completed at CLB 5 level. **Yes** **No**

Speaking Assessments

CLB 3: At a Job Interview (Interacting with Others)

Name: _____

Date: _____

Task: Participate in a role-play between an employer and an applicant.

Rating scale: **1**=unable to achieve

2=needs help (below CLB 3)

3=satisfactory (at CLB 3 level)

4=very good

Holistic				
Speaker participates in a conversation about their abilities and work experience. 1. Message can be understood by the listener 2. Conversation is complete	1	2	3	4
Analytic				
Did you open and end conversation? Did you answer the questions in 4–5 sentences?	1	2	3	4
Was your delivery understandable (with some pauses/hesitations)?	1	2	3	4
Could we hear you?	1	2	3	4
Did you use English correctly? (S+V+O, and tenses appropriate for task)	1	2	3	4
Did you use correct words for the task? (will be limited)	1	2	3	4
Did you use correct body language?	1	2	3	4
Comments:				

Task is satisfactory if score is 3 or 4 in holistic and at least 18/24 in analytic.

Your score: _____

This task was completed at CLB 3 level. **Yes** **No**

CLB 4: At a Job Interview (Interacting with Others)

Name: _____

Date: _____

Task: Participate in a role-play between an employer and an applicant.

Rating scale: **1**=unable to achieve **3**=satisfactory (at CLB 4 level)
2=needs help (below CLB 4) **4**=very good

Holistic				
Speaker participates in a conversation about their abilities and work experience. 1. Message can be understood by the listener 2. Conversation is complete	1	2	3	4
Analytic				
Did you open and end conversation?	1	2	3	4
Were your answers detailed and organized?	1	2	3	4
Was your delivery understandable (with some pauses/hesitations)?	1	2	3	4
Could we hear you?	1	2	3	4
Did you use English correctly? (S+V+O, and tenses appropriate for task)	1	2	3	4
Did you use correct words for the task? (will be limited)	1	2	3	4
Did you use correct body language?	1	2	3	4
Comments:				

Task is satisfactory if score is 3 or 4 in holistic and at least 18/24 in analytic.

Your score: _____

This task was completed at CLB 4 level. **Yes** **No**

CLB 5: At a Job Interview (Interacting with Others)

Name: _____

Date: _____

Task: Participate in a role-play between an employer and an applicant.

Rating scale: **1**=unable to achieve

2=needs help (below CLB 5)

3=satisfactory (at CLB 5 level)

4=very good

Holistic				
Speaker participates in a conversation about their abilities and work experience. 1. Message can be understood by the listener 2. Conversation is complete	1	2	3	4
Analytic				
Did you open and end conversation? Were your answers detailed and organized?	1	2	3	4
Was your delivery understandable (with few pauses/hesitations)?	1	2	3	4
Could we hear you?	1	2	3	4
Did you use English correctly? (S+V+O, and tenses appropriate for task)	1	2	3	4
Did you use correct words for the task?	1	2	3	4
Did you use correct body language?	1	2	3	4
Comments:				

Task is satisfactory if score is 3 or 4 in holistic and at least 18/24 in analytic.

Your score: _____

This task was completed at CLB 5 level. **Yes** **No**

Final Reflection

Name: _____

Date: _____

Instructions: Write three things you **learned** about job interviews.

1. _____

2. _____

3. _____

Next, turn to the **Essential Skills Checklist** that you completed at the beginning of the module. Read the checklist. What did you learn? Put a checkmark (✓) beside the skill(s) that you can do now. Use a different colour pen.