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Duty manager interview questions and answers

I've said a couple of times on The Simple Dollar that I've conducted a considerable number of job interviews in the past. Although the jobs I usually hire for are of a technical nature, most of the really eloquent (and therefore really valuable) interview questions were non-technical questions. A great interview question reveals the nature of the person you are hiring: honesty, reliability, ability to communicate intelligently and quickly, and so on. Over time, I've collected a good stack of questions that I use in almost every interview. Here are twenty-five of the most reliable, along with a suggestion or two for each that illustrates what makes a good answer and what makes it a bad one. We hope the discussion here will provide some in-depth questions for interviewers, as well as some things potential job candidates can think about. If you can easily answer all these questions, you shouldn't worry much in the interview. In the end, I give a checklist of homework that a potential interviewer should do before a big interview. First, stupid answers to stupid questions. A lot of the questions that are asked during job interviews are really stupid and have obvious answers. What's your biggest weakness? This is not a question that will ever dare a really honest answer, and above all it will draw something as false as I am a labor maniac! Interviewers ask these questions because they are supposed, but they don't usually give any useful information. Do you consider yourself successful? The answer is always yes. Are you a team player? The answer is always yes. How long are you going to work here? The answer is always long-term. What's more important, work or money? Work is increasingly important. It's easy to identify a non-sense interview question: is it easy for you to give a very generic, canned answer that doesn't reveal anything about you? If it is, don't sweat the question and worry about the ones that really matter.1. Tell me about yourself. This basically just serves to make the person comfortable and gives me a chance to understand how they talk. This is a question that every respondent should be ready to answer, so you should be able to provide a constant answer here. You have something clear in mind for this before you even walk in the door. The best answer highlights aspects of yourself that set you apart from Joe Average in a positive way. Make a list of four or five of the largest, then work this in a thirty-second bit.2. Tell me what you know about us. This question simply tries to determine whether the person interviewed has done the homework. An exceptional candidate will be able to provide a lot of information about the company, but above all this eliminates people who have not even bothered to do minimal checks : these are people we don't want to. In other words, before going to an interview, know what the organization is.3. What sets you apart from other people who apply for this job? The answer is usually already known to the interviewer based on the resume, but this is an opportunity for you to really sell yourself. Most interviewers usually sit down and see how well you can sell. Sometimes, surprises can be good here, but this can be tricky – if it's something that should have been on your resume, why wasn't it on your resume? It's best to know what your resume's crop cream is and list it.4. Describe to me the position you're applying for. This is also a homework question, but it also gives some clues about the perspective that the person brings to the table. The best preparation you can do is read the job description and repeat it to yourself with your own words so you can do it smoothly at the interview.5. Why are you interested in this position? This is actually kind of a makeup question, because it's just a way to re-ask the second question (what do you know about the company) and the fourth (what you know about the location). He is asked why he says if people give flippancy answers to questions (things like why I'm a person) or if they think about things and give a genuine question. That's a good question to ask in advance: Basically, just find some things that seem intriguing to you about the company and the location and reasons why you're interested.6. What aspect of this location makes you the most uncomfortable? Most people think this is some sort of filler, but it's rarely used that way. This is actually a question of honesty. No one in the world will like every aspect of every potential job, but it's not in us. Location? Working hours? People? Is the company too big? Is the company too small? Honesty really works here – I'd rather hear a real reason for discomfort (particularly one that comes from a real observation of the company) than a banality that's not an inconvenience at all. A good way to respond is something like I've never worked in such a big company before or I've heard some weird things about corporate culture or The idea of working for a startup at such an early stage makes me nervous. 7. What was the biggest success you had at your last job? 8. What was the biggest failure you had at your last job? It is usually good to match these questions, but the important one is the biggest failure. The best candidate is usually someone who will admit that they have made a disaster from something (they are quite honest and willing to admit mistakes) and who have learned from it, an incredibly important trait.9. Tell me about the best supervisor you've ever had. 10. Tell me about the worst supervisor you've ever had. These two questions just try to understand what kind of management style will work best for this person and also how that person is that will manage people. Let's say I work in an organization with a very close-knit management structure that requires a lot of if so, I want to know that the best boss was very practical or that the worst boss was a micromanager. On the other hand, if I had come from a rigid hierarchical organization, I might want to see the exact opposite : a better boss who provided strong guidance and good report or a worse boss who basically left the applicant blowing in the wind. Your best approach is to respond to this in the most honest way possible: the interviewer will have a good idea of the corporate culture, and frankly, if you try to slip into a company where it doesn't match the culture, you'll have a hard time ing fit in and succeed. These questions could be written as what kind of management style works for you. Another tip: Highlight the positives in all the bosses you're discussing. Never turn the interview into anyone's bash-fest. Your worst boss should have a very small number of specific flaws and should mainly refer to expectations diverging from you, not in bad character traits. Hitting someone during an interview reflects badly on you, so don't jump for the bait.11. Tell me about the hardest project you've ever faced. The interviewer may usually be less interested in what the exact project is. The question is mainly to try to see if you have faced serious difficulties and how you have overcome it. For most people, this is not their greatest success or greatest failure, but something they have turned from a likely failure into some sort of success.12. What, in your opinion, are the important future trends in this area? This works well for some positions – technical and leadership – and not good for others. It should be pretty obvious from the type of work you're asking if this question could be asked. If it is, it's easy to get ready: spend only half an hour reading some blogs about the specific areas you're applying for and you'll have food.13. Have you done anything in the last year to learn new financial-wellness/things/improve you in relation to the needs of this job? This is a big deer question in the headlights look, since most people simply don't have an answer. The best way to handle this question is to just spend some time working on your skills in any way you can. Write open source code. Join Toastmasters. Take a class. If you strive to improve yourself every year, you will not only have a strong resume, but this question will be a non-problem.14. Tell me about the work of your dreams. Never say this job. Never say another specific job. Both answers are very bad: the first sends the warning flags flying and the second says that the person is not really interested in staying around. On the other hand, it attracts at times specific: it names the aspects of what would be the of your dreams. Some of them should match what society has at its disposal, but it's actually better if not all of them match perfectly.15. Have you ever had a serious conflict in a previous job? How was it fixed? This This This above all, it seeks honesty and the awareness that most conflicts have two sides of a story. It also opens the door to people with little character to start hitting their former employer, something that leaves bad taste in the mouths of most interviewers. The best way to respond usually is to tell the story, but to show within it that there are two sides to that story and that you have learned from experience to try to see the other person's perspective.16. What did you learn from your last position? Although it's okay to list a technical skill or two here, particularly if your work is very technical, it's very important to mention some non-technical things. I learned to work in a team environment after working mainly in solo environments is good, for example. There shouldn't be a job where you haven't learned anything, and the interviewer expects you to have learned at least a few things about your previous work that will help with the current one.17. Why did you leave your last position? For the most part, this is in search of conviction of character. A strong and concrete response of any reasonable kind is good here. I wanted to move forward is not a learned answer. Scaling is a good answer, as is the desire to look for new specific challenges (but be specific about what challenges you want to face). Minimize your actual discussion about your previous location here, as you'll be very close to a great opportunity to start hitting your previous position.18. Tell me about a suggestion you made that was implemented in a previous job. Since these answers are usually heavily involved with the specifications of the previous position, the specifications are not really important. The most important thing is that you were actually involved in making a suggestion and helping it make it happen, ideally with a success story behind you. This indicates that you are willing to do the same in this position, which can only improve an organization. Not having an answer of some kind here is generally a large downside, but not a negative do or die. Have you ever been asked to leave a place? Tell me about the experience. Of course, it's great if you can answer no, but it's usually not a puzzle if the answer is yes. In fact, a yes answer can be turned into a positive: it's a great way to prove that you've made mistakes and learned valuable lessons from them. Be honest here, no matter what, but don't spend time hitting the people who let you go. You only discuss with respect, even if you're angry about what happened.20. Have you ever had to fire someone? Tell me about the experience. This is a question that is mainly trying to see if you have empathy for others. Take it seriously when it shouldn't have been an easy experience, but a choice you managed and survived. Don't even hit the person you fired: be as clinical as possible with the reasons.21. Are you applying for more jobs? This is an honesty an honesty I'm looking for yes, but people who are trying too hard to feed me a line of nonsense say no. The best way to answer is to say Yes, in much the same way that you're interviewing other people. We are both trying to find the best solution for what we need and what we want. If your answer is really no, then say so - No, I'm actually satisfied with my current position, but there were some compelling aspects of this work that made me want and list those aspects.22. What do you think this position should pay for? Surprising to many, this is often not a wage negotiation. In most cases, the person you're interviewing with has little control over the final salary you'll get. It's usually used as a reality check: if you're hiring a janitor and expecting \$80K, you can probably bang your resume right then and there. At the same time, a highly qualified programmer selling for \$30K is also kicking off some alarm bells. A good answer is usually on target or a little high, but not very low or insanely high. I would have an idea of the rate required for the position before going to the interview, so I would ask about 30% more.23. Where do you see yourself in your career in five years? This is kind of a junk question, but it is useful in some respects as it filters for people on initiative. A person answering something like I'm going to be successful in this position I'm interviewing for is not incredibly motivated to improve or is not totally honest. I'd rather have an answer that involves promotion or a certain level of entrepreneurship: strong organizations thrive on self-starters. The only problem for potential respondents is that some companies – weak ones, usually – do not want self-starters and are particularly afraid of people dreaming of becoming entrepreneurs. Talking about promotion is therefore usually the safest bet if you're not familiar with culture, but I personally like it when people surveyed talk about entrepreneurship , which means I'm the type that will be intense in success.24. What are your long-term goals: say, fifteen years after the road? This is a big late question because it tells you whether the person is a long-term thinker or not. People who plan long-term usually find themselves in a good and mature state of mind and often end up being stronger workers than people without long-term plans.25. Do you have any questions about this job? yes, you have questions about this job. Having no questions is a sign that you are not so interested in the location. Therefore, your job as an interviewee is to have some questions already in mind when you enter the door. Most of the interviewers are happy to answer most of everything you ask them, just make sure your questions are smart, though. Do your homework! Here are the things you should do before any interview that will help you handle almost any of the questions above. Work on very short description of yourself that you can go out to any interview. The big trick is to mention things that are unusual or even unique to you, but stick to things that are positive or (at worst) neutral – keep the negatives to yourself unless they're tied to a big positive. Spiel will do it in 30 seconds. Research the company by visiting their website and finding out exactly what they do. Good things to read include the company's latest annual report and their wikipedia entry (if they're big) or just searching on Google for the company's name and location (if they're small). If it's a startup, try absorbing as much as possible from whatever source you can get, but if it's really a small startup, don't sweat if you can't find a lot of information. Look for the location by reading the publication of the work very carefully and looking for all the pieces you do not know. You might also want to catch up on what's at the forefront of the areas covered by posting the work by reading a bit if you're not already familiar: blogs and news sites are a good place to start. You should also have a good grip on the normal starting salary for this type of job looking for similar jobs near your position. Learn how to match your position by taking the business information you found and publishing your work and matching it to your skills. Do about five of these, as these will be silver bullets during the interview. Also, identify at least one thing that makes you uncomfortable for the company and location and thinks about why it makes you uncomfortable. Always work to improve your skills by participating in activities that refine the key skills you need for the field you're in. Are you in PR? Join a Toastmasters group. Are you an administrative assistant? Volunteer for an organization that might use your skills but does things a different way (the same goes for many merchants). Are you a programmer? Contribute to an open source project. Ask some questions about the location in mind when you enter the door. This creates a strong impression during the interview that you are actually interested in that specific location, which is a great positive for you. All sorts of questions are good here, but the best ones usually address the corporate culture and technical specifications of the work. Don't hit your previous job. If there are specific things about your latest work that really irritate you, they really irritate you, spend some time trying to think about the positives. Know when you go in that your previous work will probably be discussed at least to some extent, and be ready to discuss it without being negative. Look for the positives and also be able to indicate why you leave as clinically as possible. Be honest, before you If you do things to your interview and slip at all, the interviewer will kick off your question in the trash can. Instead, try to focus on the positives of what you already have. If you did to the interview, there's something that the organization likes about you. Don't waste time inventing things to say. Say.