



CENTRE DE SANTÉ COMMUNAUTAIRE
PINECREST-QUEENSWAY
COMMUNITY HEALTH CENTRE

Prepping for Interviews

Canada 

EMPLOYMENT
ONTARIO

Ontario 

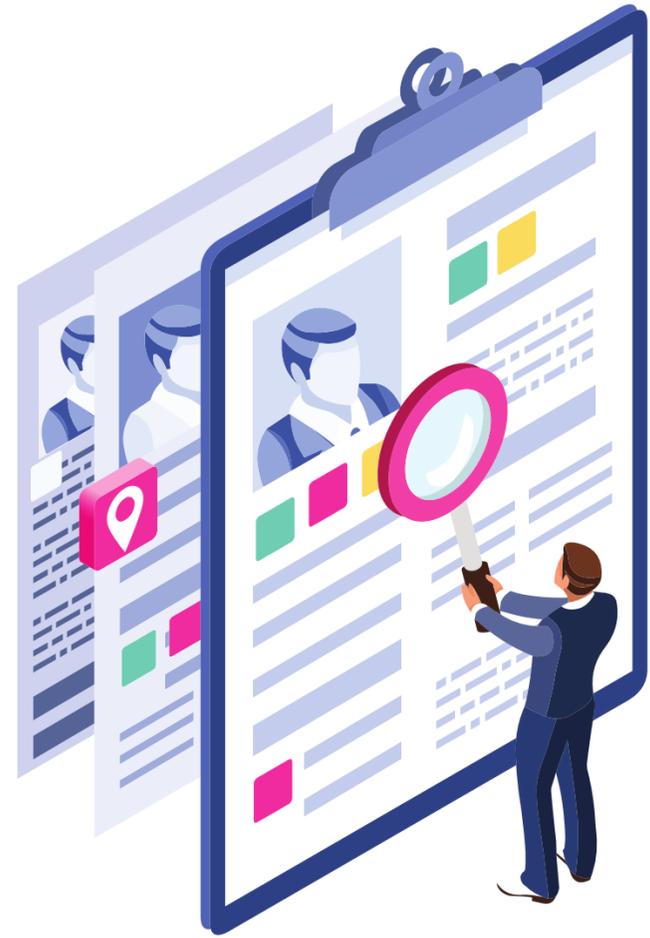
Welcome!

THANK YOU FOR COMING!



Ivan Rosé
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Employment Services



Newcomer Mentorship Programs



Youth LEAD

Pre-apprenticeship



Job Track Child Care

Pre-employment



Community Connections for Newcomer Employment



Internationally Trained Professionals



In Motion and Momentum Plus



Immigration, Refugees and Citizenship Canada

Immigration, Réfugiés et Citoyenneté Canada



Can you share a memorable interview question?

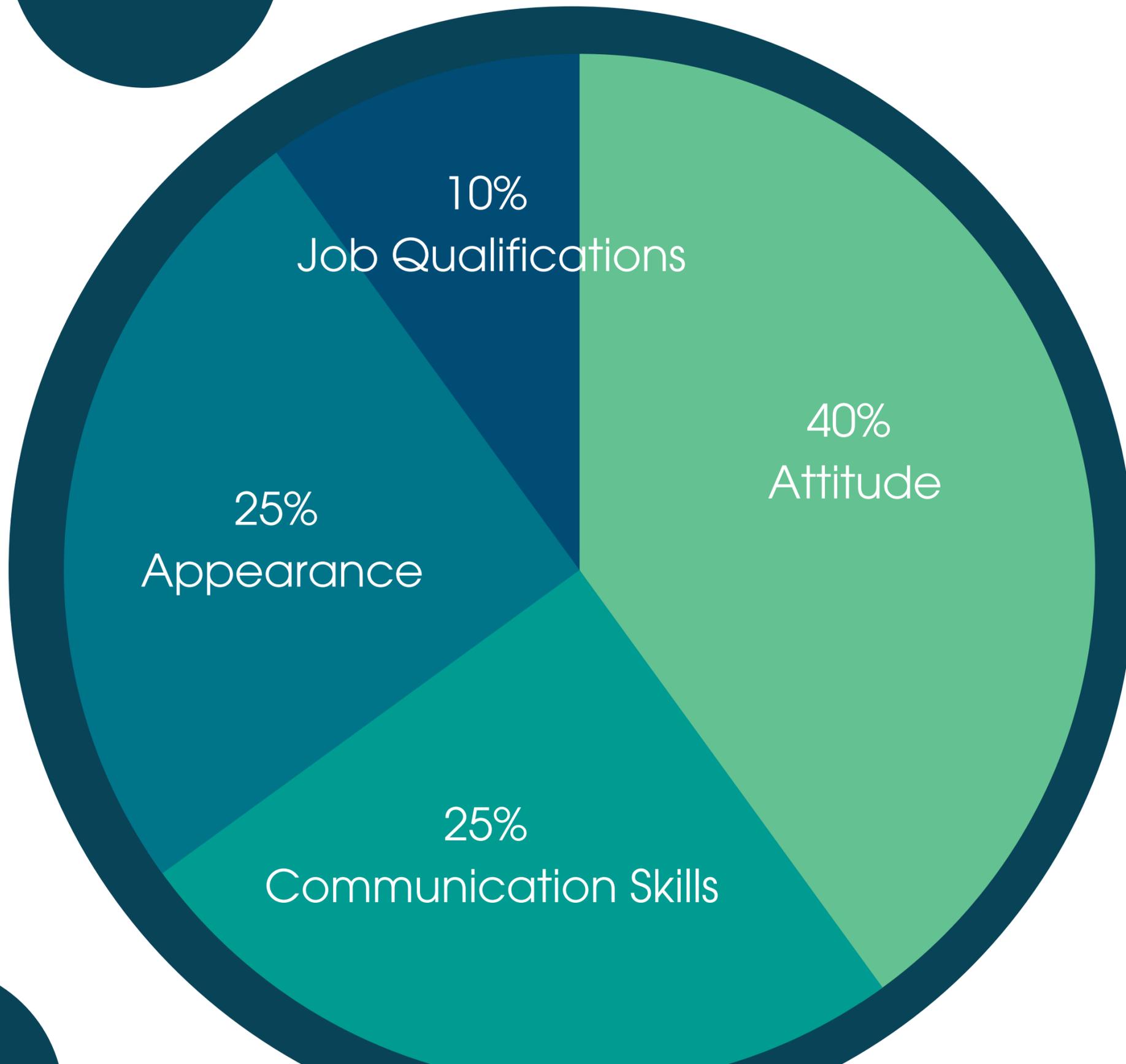
Icebreaker

Have you ever had a great interview? A not-so-great interview? What happened?





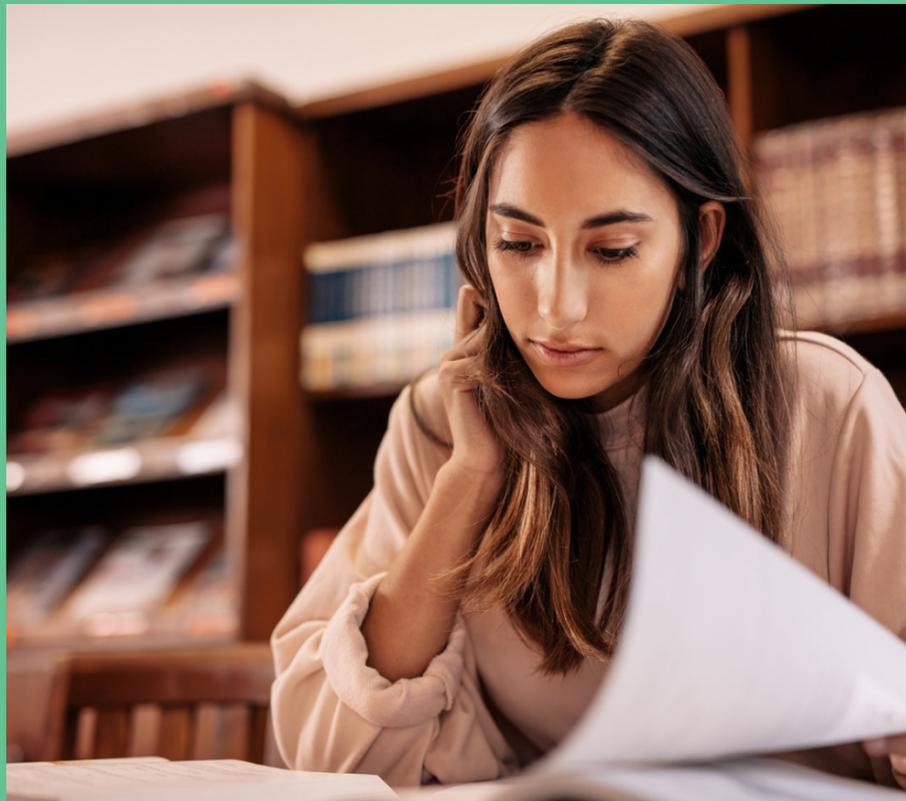
First Impressions



Today's Agenda

1 Power Preparation

With proper preparations, you can really improve your chances for a job offer. It takes time, but it's worth it!



2 Power Performance

Follow these tips to present your best self and perform well in your next interview!



3 Power Post-Game

Interviews are opportunities to network and lay some seeds for the future - learn how to follow up!



1

Power Preparation

- A) Know yourself**
- B) Know the job**
- C) Know the company**
- D) Know what to say**



1

Power Preparation

A: Know yourself

Create a list of things you want to say in the interview (bring this with you)

Skills

Personality traits

Success stories

Motivations

1

Power Preparation

B: Know the job

Read the job description very closely.

Identify any skills, qualifications, values, character traits they are looking for and include your findings in your answers.

Define any vital vocabulary, and include these explanations in your answers



1

Power Preparation

Assistant Manager

Apply on company website

Ottawa, Ontario, Canada
Foot Locker

Overview

You can't think of anywhere else you'd rather be. You enjoy coaching and teaching your team to continually improve how they deliver a great in-store Customer Experience, and you're now ready to start leading the team with all aspects of the Customer Experience, including : store operations, training, employee management, visual merchandising, and asset protection.

In the absence of the Store Manager, you will assume all managerial duties. Your performance will be measured by your ability to drive sales and maximize profit goals for a specific store.

Our global house-of-brands inspires and empowers youth culture. Relentlessly committed to fuel a shared passion for self-expression, we create unrivaled experiences at the heart of the sport and sneaker communities through the power of our people.

If you want to be a part of something bigger than you can imagine, you've come to the right place. To learn more about the incredible impact we're making on both our local and global communities,

Responsibilities

- Coaching and motivating your team to drive sales that deliver exceptional customer service
- Ensuring high levels of customer satisfaction by being knowledgeable on all products offered, and teaming up with co-workers to provide excellent sales service
- Delivering sales, customer experience, merchandising, visual, and operational expectations

B: Know the job

How to use Definitions

Ex: Coaching in the workplace environment is about equipping employees with tools, knowledge, and opportunities so THEY can fully develop themselves - in their work life. As assistant manager, I aim to give staff the skills so they can grow professionally by...

Source: <https://www.integral.org.au/blog/why-workplace-coaching-and-why-now>

1

Power Preparation

C: Know the company

Research the company you are applying to.

Look for company values, new projects, special events, changes in that field of business.

Find something you can comment on, compliment, or contribute to in the future.



1

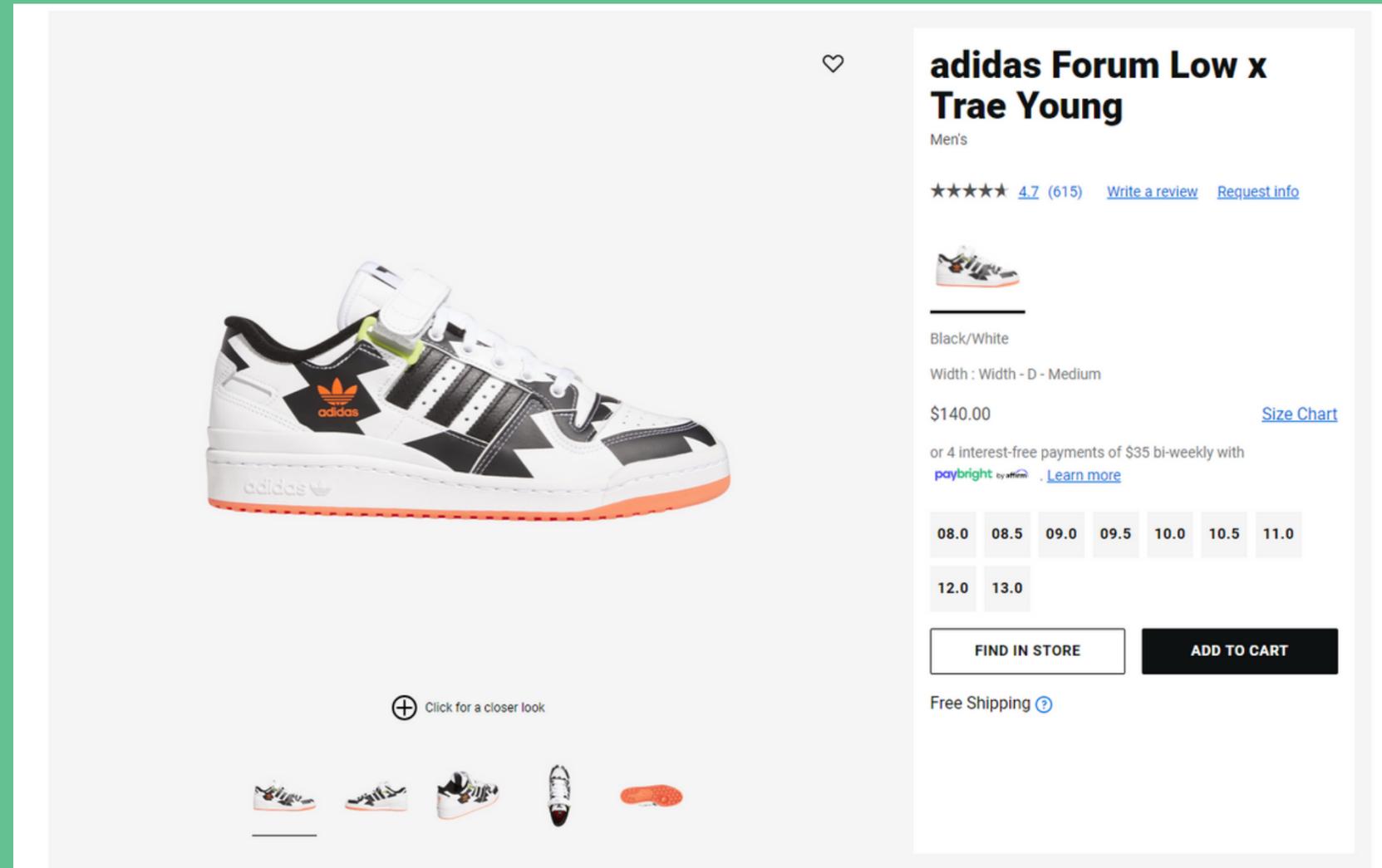
Power Preparation

Foot Locker

Youth culture = sneakers, sport attire.
Self-expression = popular culture,
fashion

Be up-to-date on any news, special
events, exciting products.

Show interest and enthusiasm for
the products, for the organization,
its goals and values.



With research, you can compliment and
share excitement.
Mention how you would like to contribute to
their efforts!

1

Power Preparation

D: Know what to say



Search "Behavioural Interview Questions (job position)" on Google.

A screenshot of a Google search results page. The search bar contains the text "behavioural interview questions for customer service representative". Below the search bar, there are navigation options: "All", "Videos", "News", "Images", "Maps", and "More". The search results show "About 6,910,000 results (0.83 seconds)". The first result is from "careersidekick.com" with the title "Top 17 Customer Service Interview Questions | Career Sidekick". The second result is from "everydayinterviewtips.com" with the title "Behavioural Interview Questions On Customer Service".

Google

behavioural interview questions for customer service representative

All Videos News Images Maps More Tools

About 6,910,000 results (0.83 seconds)

<https://careersidekick.com> > customer-service-interview...
Top 17 Customer Service Interview Questions | Career Sidekick
We've got you covered! We're going to look at 17 sample **customer service representative interview questions**, including the top **behavioral** customer service ...

<https://everydayinterviewtips.com> > ... > Customer Service
Behavioural Interview Questions On Customer Service
Aug. 15, 2021 — Nine **Behavioral Interview Questions About Customer Service**: - 1. What process do you use to check that you have the correct details from new ...

1

Power Preparation

D: Know what to say



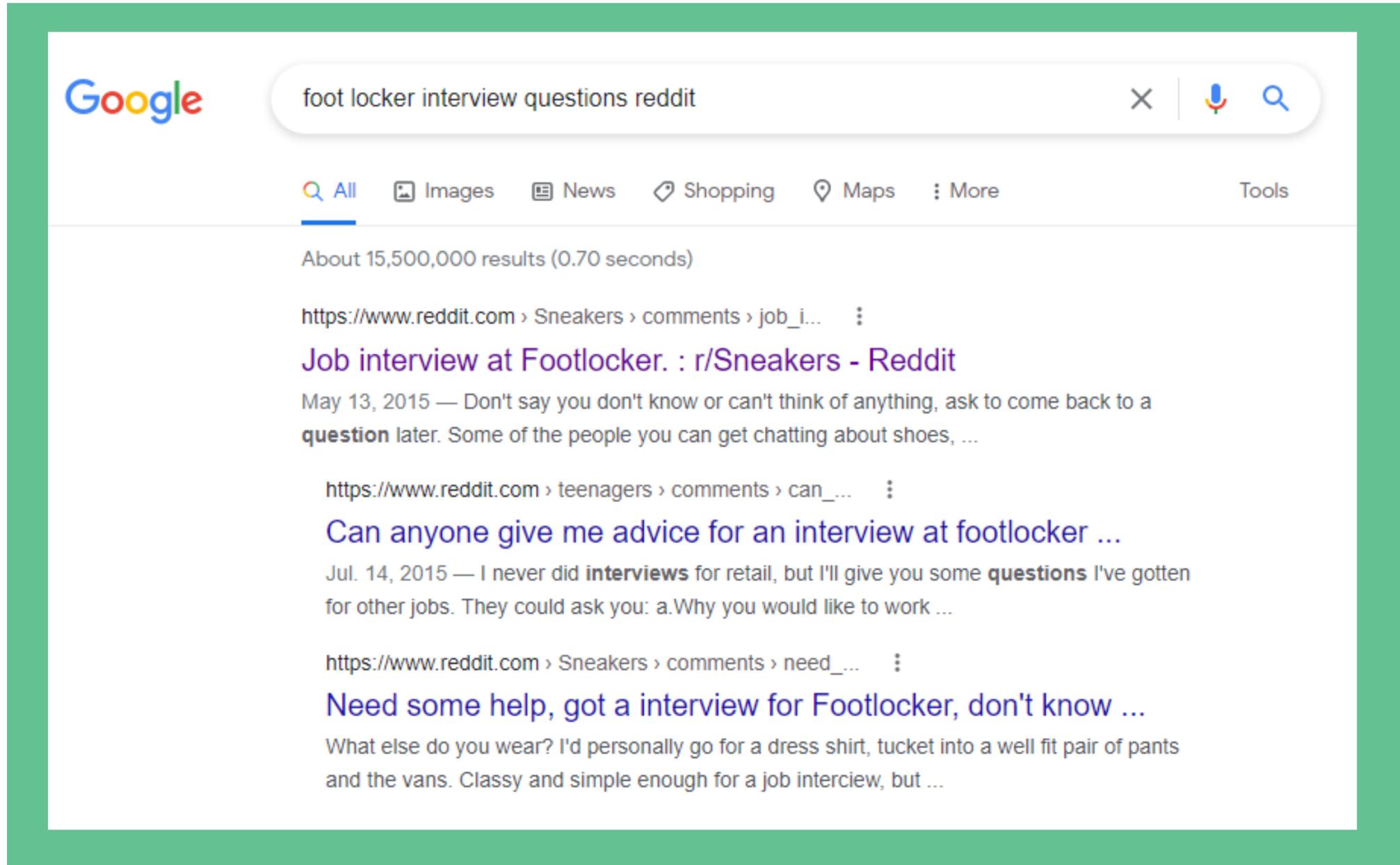
Research the
types of questions
they might ask

A screenshot of a Google search results page. The search bar at the top contains the text "foot locker interview questions". Below the search bar, there are navigation links for "All", "Images", "Shopping", "News", "Maps", and "More". The search results show "About 19,300,000 results (0.81 seconds)". The first result is from "https://worknearyou.net" and is titled "Foot Locker Interview: 15 Must Know Questions and Answers". The snippet below the title reads: "Foot Locker Interview Questions and Answers · 1. Tell us about yourself? · 2. What can you tell us about Foot Locker? · 3. What makes you an asset to the sales ...". At the bottom of the snippet, it says "You visited this page on 23/11/21." The entire screenshot is framed with a green border.

1

Power Preparation

Don't be shy! Join a social media group. See what people have already learned.



The screenshot shows a Google search interface with the query "foot locker interview questions reddit" in the search bar. The search results are displayed below the search bar, showing three results from Reddit. The first result is titled "Job interview at Footlocker. : r/Sneakers - Reddit" and is dated May 13, 2015. The second result is titled "Can anyone give me advice for an interview at footlocker ..." and is dated Jul. 14, 2015. The third result is titled "Need some help, got a interview for Footlocker, don't know ..." and is dated Jul. 14, 2015. The search results are displayed in a list format with the URL, title, and a brief description of the content.

Google

foot locker interview questions reddit

All Images News Shopping Maps More Tools

About 15,500,000 results (0.70 seconds)

https://www.reddit.com/Sneakers/comments/job_i...

Job interview at Footlocker. : r/Sneakers - Reddit

May 13, 2015 — Don't say you don't know or can't think of anything, ask to come back to a **question** later. Some of the people you can get chatting about shoes, ...

https://www.reddit.com/teenagers/comments/can_...

Can anyone give me advice for an interview at footlocker ...

Jul. 14, 2015 — I never did **interviews** for retail, but I'll give you some **questions** I've gotten for other jobs. They could ask you: a.Why you would like to work ...

https://www.reddit.com/Sneakers/comments/need_...

Need some help, got a interview for Footlocker, don't know ...

What else do you wear? I'd personally go for a dress shirt, tucket into a well fit pair of pants and the vans. Classy and simple enough for a job interciw, but ...

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2

Power Performance

- A) How to perform online + in person**
- B) How to introduce yourself**
- C) How to answer 'Behavioral Questions'**
- D) How to finish interviews**

2

Power Performance

A: How to perform online & in person

- Be on time! Online = 5 minutes early. In person = 15 mins
- Online = check your internet and invite
- In person = check your transportation
- Online = Look at the camera, not the video panels!
- In person = look at speakers eyes
- Look good! Smile!
- Speak clearly and more slowly than usual.
- Mind your background audio and visuals.
- Don't be afraid of silence
- Lighting! Camera position



2

Power Performance

"Tell Me About Yourself" Template

B: How to introduce yourself

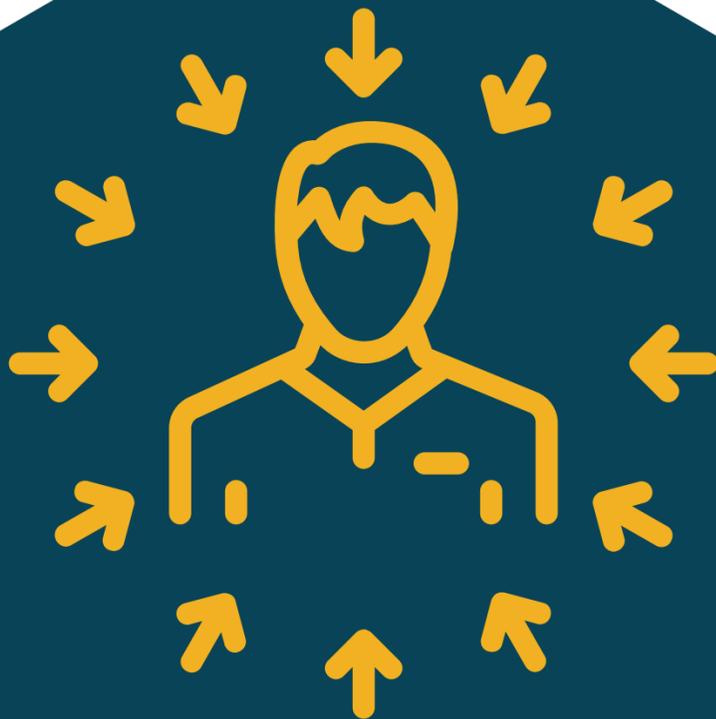
Most interviews start with "Tell me about yourself..."

General Background

Specific Traits

Personality

Reason



2

Power Performance

Hello! Thanks for having me today. My name is Yusuf. I am a grade 11 student at Woodroffe High school and I am really excited to share what I have to offer for Foot Locker.

A couple things that make me a good candidate: my communication skills, and my ability to provide great customer service. I have spent countless hours at my uncle's shop, and I have learned how to connect with customers and provide effective solutions. My teachers and classmates describe me as a hard worker and active listener who likes to help.

I'm really interested in working at Foot Locker because you sell amazing products and represent the best of sneaker culture. I can't wait to share my passion for shoes and athletics with customers.



Reason

Personality

Specific Traits

General Background

2

Power Performance

C: How to answer 'Behavioral Questions'

**Tell me
about a
time when....**



2

Power Performance

- Tell me about a time when you worked on a team. What was your role?

- Tell me about a time when you overcame a challenge?

- Tell me about a time when you taught an idea to a co-worker or classmate.

- Tell me about a time you had to deal with a difficult situation. What steps did you take to resolve the situation?

2

Power Performance

- Tell me about a time when you disagreed with a classmate or teacher.

- What is your greatest weakness?

- How would you sell me this shoe?

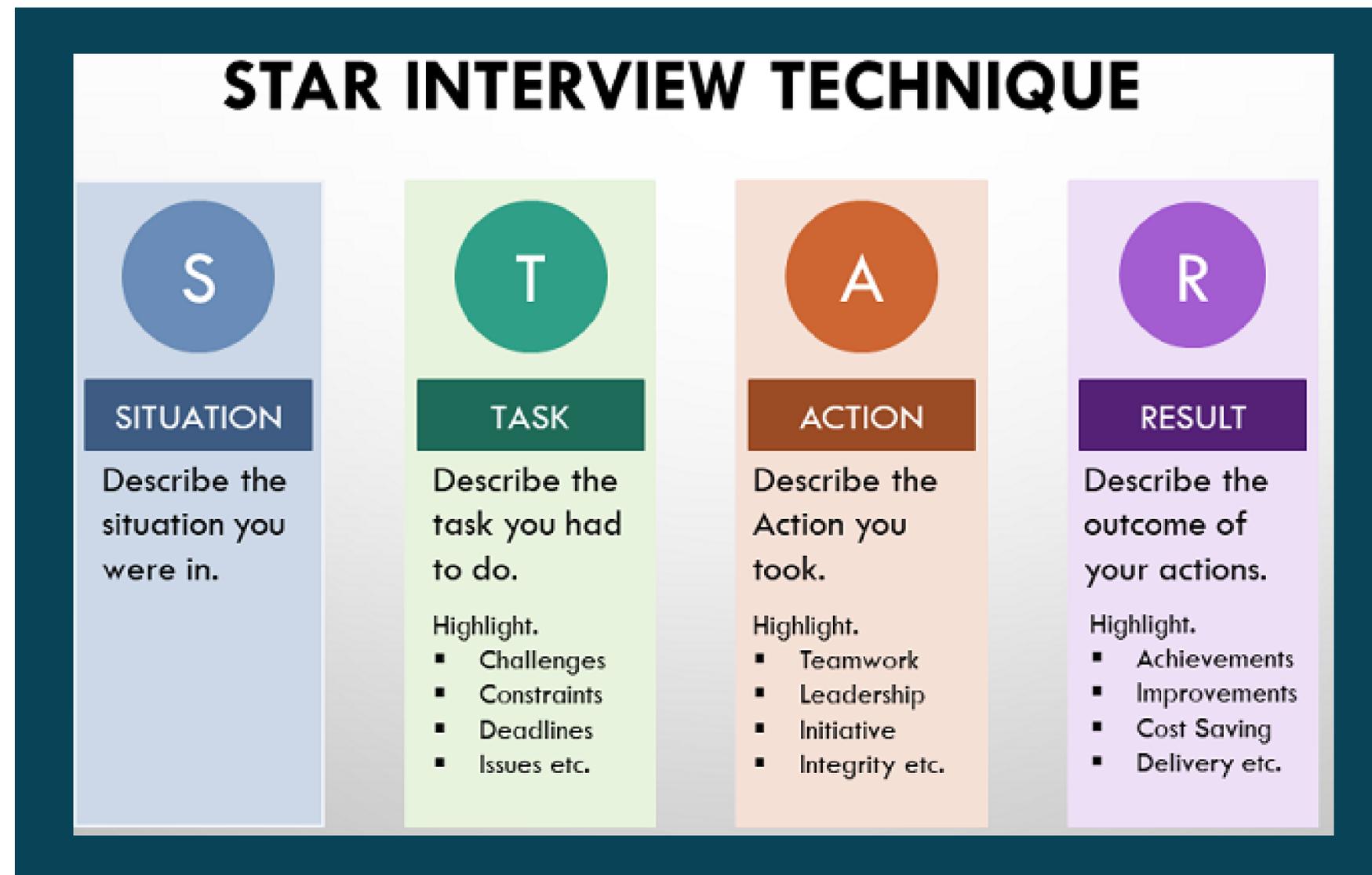
- Tell me about a time when you failed.

2

Power Performance

Your behavioral answers should describe how you performed in the past, and exemplify how you will act in the future...

The STAR method



Source:
https://www.interviewgrid.com/interview_questions/behavioral/star_method

2

Power Performance

Tell me about a time you had to use your communication skills to solve a problem

Situation

Absolutely! I know a great example of how communicating can solve problems. Often when I babysit two children of a family I know, they would fight over which movie to watch. They would scream and cry when one movie was chosen over the next.

Task

I wanted to reduce the amount of conflict because I didn't like hearing all the loud arguments every time I went over. I knew that I somehow needed to get the two boys to peacefully compromise.

Action

Communication involves listening closely, speaking clearly and patiently, and forming decisions together so everyone is heard. So this is what I did: I created a schedule where one child could choose and then the next had the right to choose what to do. I brought a binder with monthly calendars so each child would know whose turn it was.

Result

As a result, conflicts were reduced because we were able to take turns and compromise. I learned that communication can be a great tool for preventing problems and planning ahead.

D: How to finish interviews



Is there anything that I've said in this interview that you would like further clarification on?

What are some of the projects you see me working on a few months?

What are some upcoming goals for the company?

Can you describe the clientele we are serving?

What specifically do you like about working here?

What are the next steps? When can I expect a response?

A list of questions for interviewers will be attached as a .docx

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3

Power Post-Game

- A) Follow Up Emails**
- B) Maintain Connections**
- C) Networking**
- D) Regroup and Reassess**



3

Power Post-Game

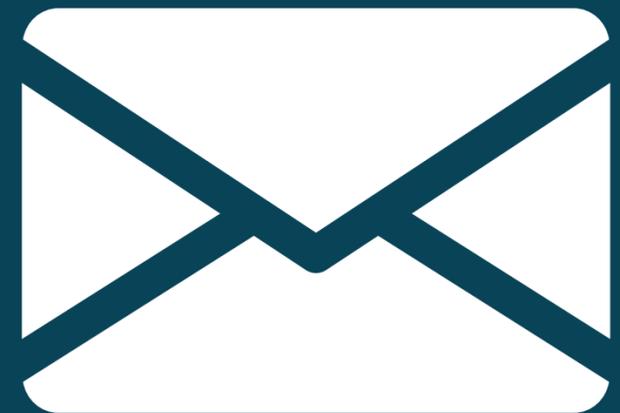
A: Follow Up Emails

Get the name and contact information of interviewers.

Send a follow up email.

Remind the hiring managers of TWO specific contributions you can add to the organization
Refer to something you learned during the interview.

Express gratitude and a respectful outlook.



3

Power Post-Game

Subject line: Thank you for the opportunity at [Company Name]

Dear [Hiring Manager's Name],

Thank you so much for taking the time to talk to me about the position of [the position you're applying for] on [date of interview]. It was a pleasure to learn more about your [innovative strategy / upcoming challenges / core values / industry insights].

The discussion we had about the position has convinced me that this is a team I would love to join and one where I could make a valuable contribution with my skills and experience [refer to your specific area of expertise and how it can benefit your employer].

Please feel free to contact me if you find you need any more information. I look forward to hearing from you.

Thank you once again, [Hiring Manager's Name].

Best regards,

[Your Name]

[Your LinkedIn profile]

[Your phone number]

A copy of this email will be attached as a .docx

3

Power Post-Game

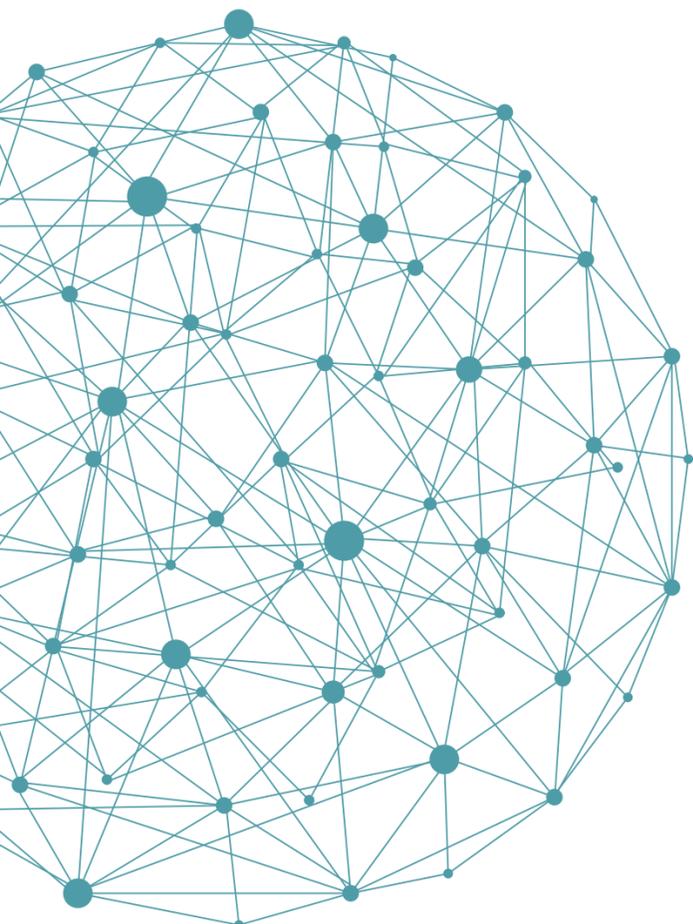
B: Maintain Connections

Even if you do not get a job offer this time, it is still a great idea to maintain connections.

You can respectfully ask for feedback and direction for what went wrong.

You can express continued interest in the company and any upcoming positions.

You can ask them to refer you to any other similar organizations or managers.



3

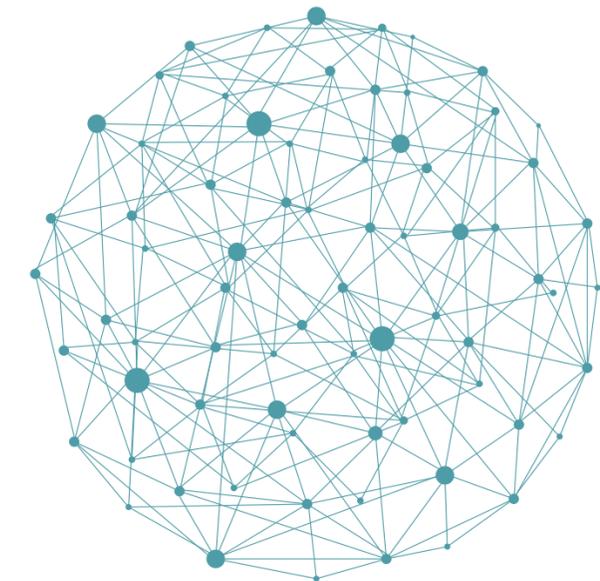
Power Post-Game

C: Networking

If you can, try to add the managers as connections on LinkedIn.

You may find other managers through this process, and ... find more job postings!

By following leaders in that professional field, you can stay up-to-date, and actively communicate with potential referees.



3

Power Post-Game

D: Regroup and Reassess

Celebrate!

Practice makes perfect.

Ask yourself:

"What questions was I unprepared for?"

"What could I have improved?"

"What went well?"

On to the next one!



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Any questions?

Poll time!

For more Information:



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Thank
you!

Feel free to connect!



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