



JOB INTERVIEW COMPETITION

PARTICIPANTS INSTRUCTIONS

- The event will be presented to you through your reading of the competencies, performance indicators and event situation. You will have up to 10 minutes to review this information and prepare your presentation. You may make notes to use during your presentation.
- You will have up to 10 minutes to make your presentation to the judge (you may have more than one judge).
- You will be evaluated on how well you demonstrate the competencies and performance indicators of this event.
- Turn in all of your notes and event materials when you have completed the event.
- You will have 10 minutes to prepare and 10 minutes to interview.

COMPETENCIES/INDICATORS

- Demonstrate effective verbal communication by:
 - Using proper grammar and vocabulary
 - Addressing people properly
- Complete a job application
- Complete an employment interview to include
 - Pleasant, sincere approach
 - Appropriate appearance
 - Proper posture
 - Complete and concise responses
 - Appropriate questions asked of potential employer

EVENT SITUATION

You are to assume the role of a Marketing student interested in securing part-time employment. A local donut and ice cream shop, **Delicious Donuts & Desserts** is looking for new team members to work as treat designers. **Delicious Donuts & Desserts** is located in your community and known for its customer service and tasty and innovative treats.

Treat Designers are expected to greet customers as they enter **Delicious Donuts & Desserts**. They will be responsible for applying glazes and toppings to the donuts as well as helping customers customize their favorite ice cream treats.

The ideal candidate for **Delicious Donuts & Desserts** will:

- Be responsible for ensuring an excellent customer experience.
- Is an individual that can smile while ensuring the customer's order is filled.
- Must keep counters clean and organized.

You have already submitted your online application and are now preparing to interview with the manager (judge). The manager will begin the role-play by greeting you. After you have interviewed for the job and answered the manager's (judge) questions, the manager (judge) will conclude the roleplay by thanking you for coming in.

JUDGE INSTRUCTIONS

DIRECTIONS, PROCEDURES AND JUDGE ROLE

- Please review the student instructions to better understand the event and your role.
- Please review the job application the student submitted prior to the interview. Resumes may be included but were not required.
- The student will have 10 minutes to prepare and 10 minutes to make a presentation.

JUDGE ROLE-PLAY CHARACTERIZATION

You are to assume the role of manager of **Delicious Donuts and Desserts**, a local donut and ice cream shop in your local community. You are looking for new team members for the position of treat designer. **Delicious Donuts & Desserts** is located in your community and is known for its customer service and tasty and innovative treats.

Treat Designers are expected to greet customers as they enter **Delicious Donuts & Desserts**. They will be responsible for applying glazes and toppings to the donuts as well as helping customers customize their favorite ice cream treats.

The ideal candidate for **Delicious Donuts & Desserts** will:

- Be responsible for ensuring an excellent customer experience.
- Is an individual that can smile while ensuring the customer's order is filled.
- Must keep counters clean and organized.

Please ask the following interview questions of each candidate:

1. Tell me a little about yourself and why you have applied to work here?
2. How has your marketing class in school helped prepare you for this position?
3. What is your best personal characteristic that will help you in this position?
4. How will you respond to a customer who is not happy with their donut or ice cream treat?
5. Why is a clean and organized service counter important to store operations?
6. What do you look forward to as a treat designer at Delicious Donuts & Desserts?
7. Do you have any questions?

Evaluation: The event begins when the student approaches you

- Although work experience is important, please do not evaluate students on their employment, rather on their Marketing Education experiences and job acquisition abilities.
- Evaluate the application on student ability to follow directions and completeness of the application.
- Please be realistic and remember we are trying to create a positive, educational experience for our students.

EVALUATION INSTRUCTIONS

The participants are to be evaluated on their ability to perform the specific criteria listed below.

Evaluation Form Interpretation

The evaluation levels listed below, and the evaluation rating procedures should be discussed thoroughly with your event director and the other judges to ensure complete and common understanding for judging consistency.

EVALUATION INSTRUCTIONS

Level of Evaluation

Excellent: Participant demonstrated the criteria in an extremely professional manner; greatly exceeds business standards; would rank in the top 10% of business personnel performing these criteria.

Good: Participant demonstrated the criteria an acceptable and effective manner; meets at least minimal business standards; there would be no need for additional formalized training at this time; would rank in the 70-89th percentile of business personnel performing these criteria.

Fair: Participant demonstrated the criteria with limited effectiveness; performance generally fell below minimal business standards; additional training would be required to improve knowledge, attitude and/or skills; would rank in the 50-69th percentile of business personnel performing these criteria.

Poor: Participant demonstrated the criteria with little or no effectiveness; a great deal of formal training would be needed immediately; perhaps this person should seek other employment; would rank in the 0-49th percentile of business personnel performing these criteria.

JUDGES EVALUATION FORM

District Event

Student Name:

ID Number:

JOB INTERVIEW EVALUATION

	POOR	FAIR	GOOD	EXCELLENT	SCORE
1. Following directions	0,1	2,3	4	5	
2. Answering all requested information (no blank spaces)	0,1	2,3	4	5	
3. Applying correct spelling	0,1	2,3	4	5	
COMPLETE AN INTERVIEW					
a. Create a positive first impression to include:					
4. Pleasant, sincere approach	0,1	2,3	4	5	
5. Proper posture and eye contact	0,1	2,3	4	5	
6. Good eye contact	0,1	2,3	4	5	
7. Appropriate appearance	0,1	2,3	4	5	
8. Proper grammar and vocabulary	0,1	2,3	4	5	
b. Answer the following questions with complete and concise responses:					
9. Question #1	0,1	2,3	4	5	
10. Question #2	0,1	2,3	4	5	
11. Question #3	0,1	2,3	4	5	
12. Question #4	0,1	2,3	4	5	
13. Question #5	0,1	2,3	4	5	
14. Question #6	0,1	2,3	4	5	
15. Professional closing remarks	0,1	2,3	4,	5	
16. Asked appropriate questions of employer	0,1	2,3,4	5,6,7	8,9,10	
17. Overall Impression	0,1,2,3	4,5,6,7	8,9,10,11	12,13,14,15	
TOTAL SCORE					