



JOB INTERVIEW COMPETITION

PARTICIPANT 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

Job Description

Position: Ice Cream Innovator

Pay: Starting at \$13.50/hour

Sweet Scoops, a newly opened, locally owned ice cream shop, is bringing delicious small-batch flavors, creative toppings, and a fun, welcoming vibe to the community. Already a neighborhood favorite, we're looking for energetic, outgoing team members who love making people smile. Join us as an Ice Cream Innovator and help craft unforgettable dessert experiences for every guest who walks through our doors!

Job Description:

As an Ice Cream Innovator, you will:

- Greet customers warmly and help them select flavors and toppings.
- Provide samples and explain seasonal or specialty menu items.
- Maintain a clean and inviting shop environment.
- Handle transactions accurately at the register.
- Promote the brand through positive customer interactions and participation in community events.
- Suggest creative ideas for in-store promotions or social media features.

You are interviewing for the Ice Cream Innovator position. The interviewer will ask you questions to assess your:

- Customer service and communication skills.
- Ability to work in a team environment.
- Creativity in promoting menu items or the shop.
- Enthusiasm for working in a fun, fast-paced food service setting.

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

- Review the student instructions to better understand the event and your role. • Review the job application the student submitted prior to the interview. Resumes were required, cover letters optional.
- The student will have 10 minutes to prepare and 10 minutes to make a presentation.

JUDGE ROLE-PLAY CHARACTERIZATION

As the manager of Sweet Scoops, a newly opened, locally owned ice cream shop in your community, you are seeking enthusiastic team members for the role of Ice Cream Innovator. Sweet Scoops is known for its exceptional customer service and creative, delicious ice cream treats. Our Ice Cream Innovator will welcome customers as they arrive, assist them in customizing their favorite ice cream creations, and help ensure every visit is a memorable one.

The ideal candidate for Sweet Scoops 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 ice cream?
5. Why is a clean and organized service counter important to store operations?
6. What do you look forward to as an Ice Cream Innovator at Sweet Scoop.
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.

Exemplary: The participant answered questions and presented themselves with outstanding professionalism, well above typical business expectations. **Ranking:** Top 10% of business professionals.

Proficient: The participant responded effectively and professionally, meeting normal business standards. No additional training is needed at this time. **Ranking:** Top 70–89% of business professionals.

Developing: The participant showed limited effectiveness in responses or professionalism, falling below basic business expectations. Additional training is recommended. **Ranking:** Top 50–69% of business professionals.

Novice: The participant struggled to demonstrate professionalism or answer questions effectively. Significant training is needed immediately. **Ranking:** Bottom 0–49% of business professionals.



JUDGES EVALUATION FORM

Student Name:

District Event ID Number:

COMPLETE AN APPLICATION					
	Novice	Developing	Proficient	Exemplary	Score
1. Followed directions	0-1	2-3	4	5	
2. Submit all required details with no blanks left empty.	0-1	2-3	4	5	
3. Using correct spelling	0-1	2-3	4	5	
COMPLETE AN INTERVIEW					
Create a positive first impression to include:					
4. Pleasant, sincere approach	0-1	2-3	4	5	
5. Proper posture	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. Clear and correct language usage	0-1	2-3	4	5	
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. Closing remarks	0-1	2-3	4	5	
16. Asked appropriate questions of employer	0-1	2-3	4	5	
17. Overall impression	0-1	2-3	4	5	
TOTAL SCORE					