



Interview Questions

Below are a set of questions commonly used during the interview process for most candidates.

On page two there are also potential follow up questions.

Section One During the interview, you are likely to be asked questions relating to the following areas:

- What you know about the role you are applying for.
- The reasons for applying and why you want to join this particular company.
- What you know about the company.
- How you deal with specific situations in your working life and what you learn from them.
- Challenges faced by the company.
- Your own personal qualities and attributes.
- Your strengths and weaknesses.
- Team-working skills
- Respect and diversity

Section Two

During the interview, you are likely to be asked questions relating to the following areas:

What skill is being assessed:

Please describe an occasion where you have collaborated successfully with others.

Team work:

Can you give an example of when you have overcome a difficult challenge?

Problem-solving:

Please describe a time where you have exceeded expectations

High standards/Excellence:

Please describe a situation when you have had to follow complex instructions

Following procedure :

Tell us about a time where you have had to cope with a big change at work.

Flexibility:

Do you have an example of a time where you have shown your honesty?

Integrity:

Please describe a situation when you have delivered excellent service

Customer service:

Please give us an example of when you have coped well under pressure.

Confidence:

Tell us about a time you have dealt with anger or hostility.

Conflict management:

Describe how you have dealt with constructive criticism Integrity.

Criticism

Follow up Questions:

Describe a difficult situation you had to deal with.

What was the situation?

- How did you do this?
- What was the specific outcome?
- Why was this particularly positive?
- What were the improvements?
- What was the problem?
- What made it complex?
- What was your plan?
- Why did you choose that course of action?
- Did you run into any difficulties?
- How did you achieve the result?

Section Three

General questions

1. Tell how long have you lived in Sao Paulo.
2. Where were you born and when?
3. Tell me about your family.

4. When did you become interested in doing the job you do?
5. Why this occupation?
6. Why this company?
7. Tell me about your social life.
8. How do you feel about travelling away from home to meet clients?
9. Could you deal with a difficult customers?
10. How would you cope with a customer/client who had been drinking?

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