

# RESOURCES

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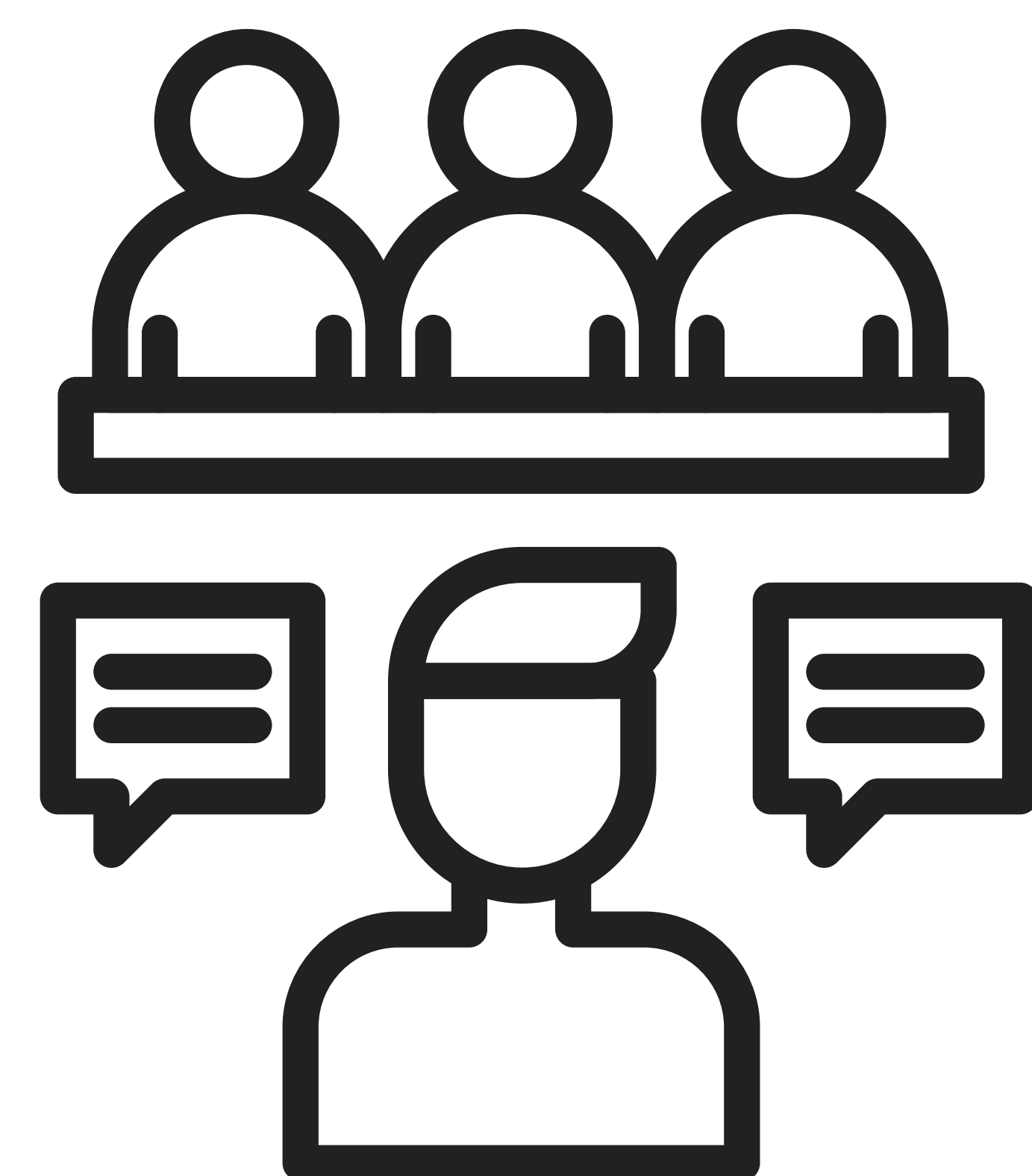
## GROUP INTERVIEWS

### WHAT ARE GROUP INTERVIEWS?

A group interview is a type of job interview where one interviewer meets with several candidates at the same time. This format is often used in industries like food service, hospitality, and retail. Group interviews can include group discussions, team activities, or panel-style questioning, and are designed to see how candidates interact, communicate, and work together.

### TYPES OF GROUP INTERVIEWS

- **Panel-led Interviews**
  - Panel interviews ask questions to a group of candidates
  - **Evaluates:** poise, communication, ability to stand out respectfully.
- **Case Study Discussions**
  - Small teams solve a business scenario together
  - **Evaluates:** critical thinking, leadership, collaboration, time management
- **Role Play Exercise**
  - Candidates act out a real-world workplace situation
  - **Evaluates:** adaptability, customer service, conflict resolution, problem-solving
- **Team based challenges**
  - Collaboration tasks like building a project or presenting together
  - **Evaluates:** cooperation, task, delegation, group dynamics



## WHAT TYPE OF QUESTIONS TO EXPECT

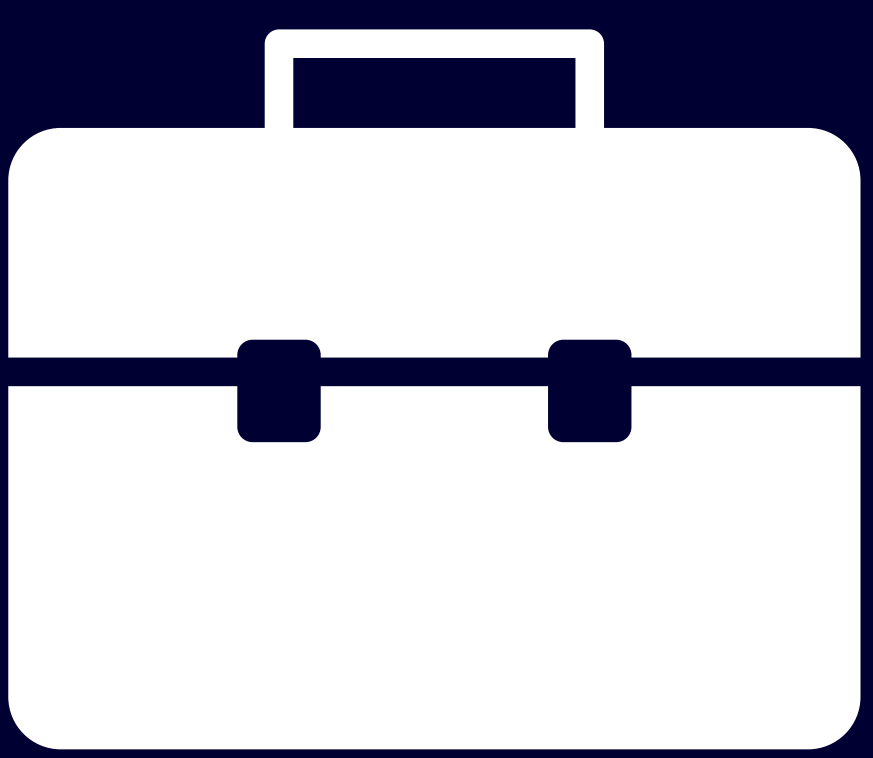
### BEHAVIOURAL & SITUATIONAL QUESTIONS

- **Behavioural Questions:**
  - Describe a time you worked on a team project.
  - Tell us about a time you had a conflict in a group and how you handled it.
- **Situational Questions**
  - What would you do if your team missed a deadline?
  - How would you react if a teammate wasn't contributing?

### ROLE-SPECIFIC QUESTIONS & ACTIVITIES

- **Role Specific Questions:**
  - Focus on job-related skills in a team context
  - **Example:** Imagine a customer is looking for a specific item that's out of stock. How would you handle the situation to ensure they still have a positive experience?
- **Activities:**
  - Icebreakers
  - Problem-solving games
  - Mini presentations or brainstorming sessions





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## GROUP INTERVIEWS

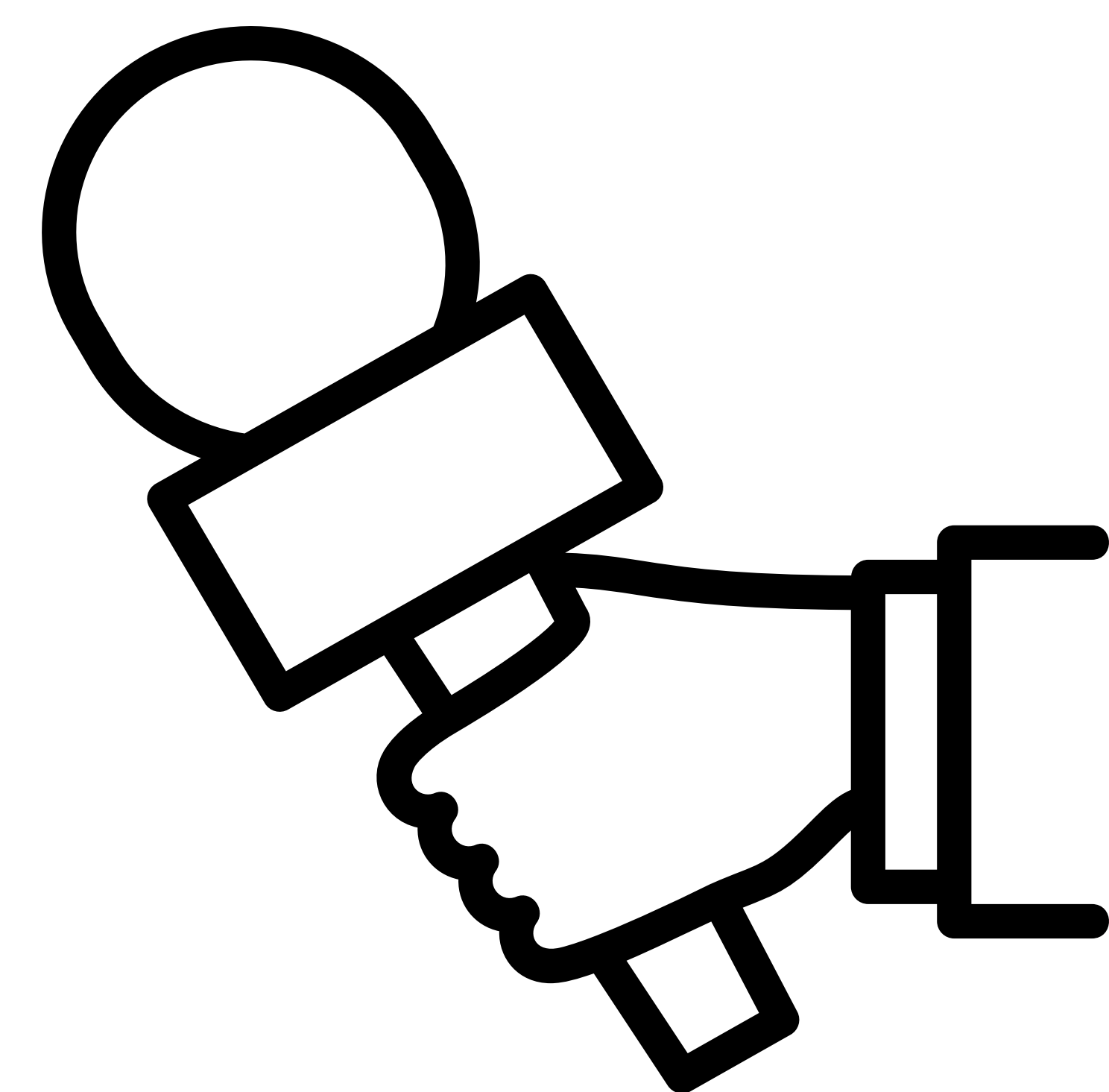
### HOW TO PREPARE

#### Before the Interview:

- Research company values and role responsibilities.
- Practice with STARR method (Situation, Task, Action, Result, Reflection).
- Prepare examples of teamwork and leadership.

#### On the Day of Interview:

- Dress professionally and appropriately for the industry.
- Arrive 10–15 minutes early.
- Bring extra resumes, a notepad, pen.



### HOW TO STAND OUT

- **Communication:** Speak clearly, be concise, and listen actively.
- **Teamwork:** Acknowledge others' ideas, avoid dominating, offer solutions.
- **Leadership:** Step up when appropriate—e.g., help the group stay on track or summarize ideas.
- **Body Language:** Eye contact, open posture, nodding to show engagement.
- **Professionalism:** Show enthusiasm, be polite, respect time limits.

### NEXT STEPS

- Send a thank-you email within 24 hours.
- Reflect on what went well and what could improve.
- Follow up if you haven't heard back after a week or two (depending on instructions).
- Keep applying and practicing for future group interviews.



# PRACTICE WORKSHEET: STARR YOUR WAY THROUGH GROUP INTERVIEWS

## How to use the STARR method (Situation, Task, Action, Result, Reflection)

**Situation** - Briefly describe the context or background of the group situation.

**Task** - What was the challenge or objective your group faced?

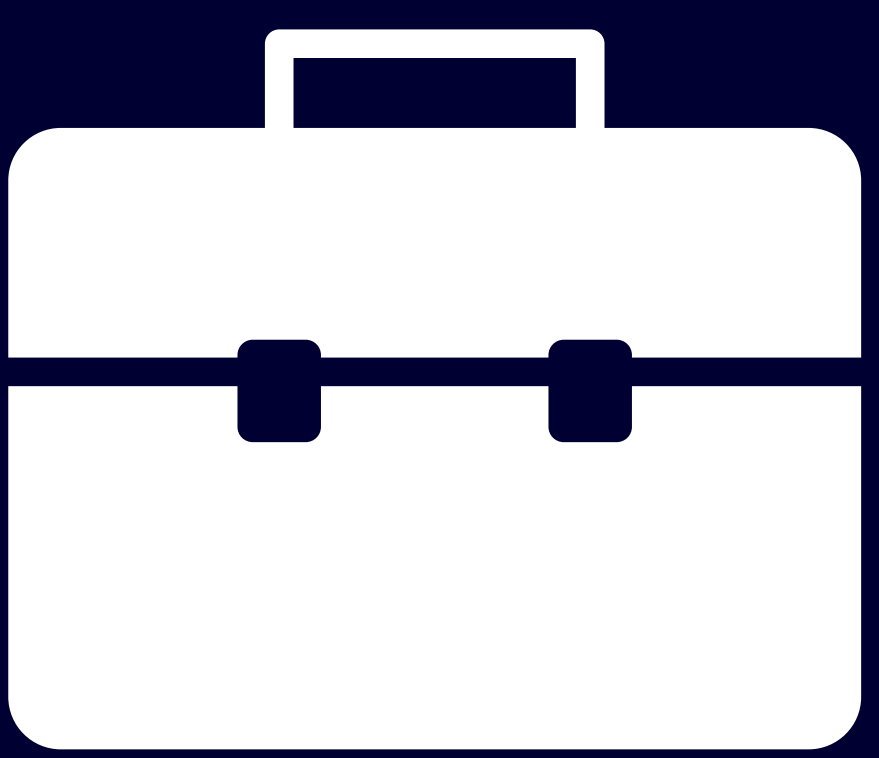
**Action** - What specific actions did YOU take to contribute or lead?

**Result** - What was the outcome of your actions or the group’s effort?

**Reflection** - What did you learn about yourself, teamwork, or leadership?

Question:\_\_\_\_\_

STARR Step	Your Practice Response
Situation	
Task	
Action	
Result	
Reflection	



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## GROUP INTERVIEWS

### TOP 5 HELPFUL TIPS

1

Avoid interrupting others

2

Be mindful of time when speaking

3

Show appreciation for other candidates' ideas

4

Be yourself! Employers want authentic interactions

5

If you don't know something, it's okay to admit it and show willingness to learn