

## Sample Student Employee Interview Questions by Competency

### Accountability

- Describe a situation in which you found that your result were not up to you professor's or supervisor's expectations. What happened? What action did you take?
- Tell me about a time you were given a task to complete but you did not have the tools necessary to complete the task. What did you do?
- Tell me about how you have worked effectively while under pressure.
- Describe a time when you went above and beyond what was asked/expected of you.
- How will your past work experience contribute to our office?

### Character

- What is your greatest weakness? How do you plan on overcoming it?
- What have you learned from your mistakes?
- Tell me about a difficult situation when it was desirable for you to keep a positive attitude. What did you do?

### Collaboration

- Describe a time when a team member came to you for help. How did you respond?
- Describe a time when you put your needs aside to help a co-worker or classmate understand a task. How did you assist him or her? What was the result?
- Describe a time you had to present an idea to others, this may include students, co-workers etc.

### Communication

- Tell me about a time you were able to resolve a problem or complaint using effective communication. What strategies did you use?
- What is your preferred communication style? How do you like to receive work orders and supervisor feedback? How frequently?
- Tell of a time when your active listening skills really paid off for you – maybe a time when other people missed the key idea being expressed.
- What do you think is the most important part of communicating?
- Tell me about a time you had to adjust your communication style to accommodate the style of another? What was the outcome?
- Describe a time you had to communicate difficult information to someone. What was the situation and how did you communicate what needed to be said?
- How have you shown that you are a respectful listener? What have you done to show that you care about what others have to say?

- Tell me about how you communicate with others concerning project process, concerns, and suggestions.
- How would you describe your communication style? Please provide an example of its effectiveness.

### **Customer Service**

- Tell me about a time you felt you provided excellent hospitality of customer service (could be to internal/external customers or colleague) in a professional setting.
- Tell me about a time when you had to deal with a difficult customer/client.

### **Judgement**

- How do you know when you need to seek additional help on a project you're responsible for? How do you go about getting that additional information?
- Describe a decision that you had to make an important decision at work. How did you collect and organize the information you needed?
- Describe a situation in which you identified and considered the pros and cons of a situation when you had to make a decision. What was the result?

### **Time Management & Organization**

- Give an example of a time when you had to reprioritize tasks/duties to meet conflicting expectations or deadlines?
- Describe a situation that required a number of things to be done at the same time. How did you handle it? What was the result?
- How do you organize yourself to get things done?
- Describe a time when your workload was heavy and how you handled it.
- How do you handle working on multiple projects at the same time? Give an example.
- How did you handle meeting a tight deadline?
- When you worked on multiple projects, how did you prioritize?