

**Video Script Reference Guide**

**Effective Communication for the Workplace (Job Interview)**

<b>Introductory Interviewer Comment:</b> Welcome to ABC Retail Industries. As you may know, we have retail stores that sell a variety of goods ranging from outdoor clothing to outdoor equipment. In this job you might be assigned to work in any of the departments working with our customers.	
<b>Interviewer Question 1:</b> So, let's start by having you tell me a little bit about yourself and why you are interested in this position?	
<b>Student #1 Response</b>	<b>Student #2 Response</b>
I am 18 years old and just graduated from high school. I was pretty involved during high school where I did well in my classes and participated in lots of clubs and sports. I come from a big family and did a lot of jobs around the house for my parents and then I worked at a fast food company last year to make some money for buying a car. I really like your store and shop here all the time.	I recently graduated from ABC High School where I had a 3.0 grade point average and participated in several sports teams, including soccer. I enjoyed all of my courses but was especially interested and did well in my business courses. Because of this interest, I am excited about using my skills with ABC Retail Industries to launch a career in retail and business.
<b>Interviewer Question 2:</b> Our company focuses primarily on outdoor adventures and the clothing and equipment our customers need for an outstanding outdoor experience. What skills do you have that would assist in our mission?	
<b>Student #1 Response</b>	<b>Student #2 Response</b>
I have been a super excited camper my whole life. Our family is always heading out to the woods or the lake to put up a tent and hike, fish or hunt. That's one of the reasons I'm applying for this job because I love being outside. I think I can help other people who also want the outdoor life because I know about tents, stoves, skis, canoes and fishing tackle and everything outdoors.	I am a people person and I like sports and other outside activities. Soccer can be a cold sport due to the weather and I know how important it is to have the right equipment. I like to swim and I've gone water skiing and hiking a few times but haven't had much opportunity to camp. I'm really organized and have a good eye for color and think I would really like arranging merchandise on the shelves and working with people.
<b>Interviewer Question 3:</b> Please describe a challenge you experienced and how you solved it.	
<b>Student #1 Response</b>	<b>Student #2 Response</b>
When we were planning out the Junior Senior prom, we were asked to serve on committees for things like theme, refreshments, music and other decisions that needed to be made. I volunteered for both the refreshment and music committees but it was tough because I was also participating in sports and traveling a lot. I just didn't have enough time. Because I didn't want to let anyone down, I ended up finding a friend who liked cooking and baking and was willing to take my place on the refreshment committee. She got involved and I had enough time to get everything else done.	In my business class we had to develop a company and business plan from the ground up while working in teams. There were three of us and we couldn't decide on a concept. I took the lead and had us go into another room where we could really discuss and outline the pros and cons of each idea. After drawing out the ideas, we were able to combine two ideas together and made sure that the third partner was comfortable with the final result. Our project was very successful and we all received an "A" for our grade.

**Lesson 9.10.2.1**  
**Differentiation Activity #4**

<b>Interviewer Question 4:</b> As a sales person, you will have a lot of interaction with customers. How would you handle a customer who is being rude to you?	
<b>Student #1 Response</b>	<b>Student #2 Response</b>
Well, what I would do is try to figure out what went wrong and let them know that I am there to help. I would keep my voice calm and under control. If they keep yelling, or being rude I would call for a supervisor to help out and I would try to calm them down while we are waiting.	If I am lucky enough to have this position I would apologize if I made a mistake. I would try to understand what they are feeling and let them know that I'll do whatever I can to solve the problem for them. I would offer to get a supervisor, if I'm not able to solve the problem.
<b>Interviewer Question 5:</b> Do you have any final comments?	
<b>Student #1 Response</b>	<b>Student #2 Response</b>
I'm just really excited to be here for the interview. I was wondering when you might make a final decision about who you are going to hire and I really hope you decide that I am the right person for the job. Thanks for the interview.	I appreciate the opportunity to interview for this position in ABC Retail Industries. If you pick me I believe you will be happy with my work ethic and responsibility. I am willing to receive training and put 100% into helping the company be successful with every customer that walks in the door. Thank you for the opportunity to interview.
<b>Final Interviewer Comment:</b> Thank you for your interest in ABC Retail Industries. We will contact you about your candidacy for this position going forward.	
<b>Student #1</b>	<b>Student #2</b>
Thank you	Thank you