Interview Prep Workbook

100 Questions & Answers

Prepare with confidence. Answer with impact.

Your step-by-step guide to your next job interview.

HOW TO USE THIS WORKBOOK

1. Read all sections once, so no question surprises you.

2. For every question, read the short framework, then write your own version using your real experience. Never memorise answers word for word — interviewers notice.

3. Practise out loud. A good answer takes 60 to 90 seconds. Practise with a friend, or in front of a mirror.

4. For behavioural questions, use the STAR templates in this workbook (Situation, Task, Action, Result).

5. Tick off the interview-day checklist the night before and again on the morning.

6. After the interview, send a thank-you email within 24 hours. Templates are at the end.

SECTION 1 — TELL ME ABOUT YOURSELF / INTRODUCTION (Questions 1-10)

1. Tell me about yourself.
Present, Past, Future: current role and key skills, past experience that built them, why this role is next. Under 90 seconds, job-relevant only.

2. Walk me through your resume.
Tell it as a short story: one or two achievements per role, connected to this job. Highlight, do not read aloud.

3. Why should we hire you?
Match the three top job requirements with one proof each, then a confident closing line.

4. What are your greatest strengths?
Two or three strengths this job needs, one short example each.

5. What is your greatest weakness?
A real weakness not central to this job, plus what you are doing to improve it.

6. Describe yourself in three words.
Words the employer values for this role, one line of proof each.

7. What do you know about our company?
What it does, one recent product or news item, one company value — then why it interests you.

8. Why do you want to work here?
Be specific: the role, the company, the growth. Never just "I need a job."

9. What motivates you?
Link it to the work itself: learning, visible results, helping customers or the team — plus one example.

10. Where do you see yourself in five years?
Ambition plus loyalty: growth in this field, ideally in a company like this, with more responsibility over time.

SECTION 2 — CAN YOU DO THE JOB? SKILLS & EXPERIENCE (Questions 11-30)

11. What experience do you have for this role?
Map past duties to the job description; use numbers — "40 requests per day" beats "handled customers."

12. What skills make you qualified?
Hard skills (tools, systems, languages) plus soft skills, each with proof. Match the job description.

13. Describe a project you are proud of.
What it was, what you personally did, the measurable result, what you learned.

14. How do you handle a heavy workload?
Your system: sort by urgency and importance, set deadlines, warn your manager early. One example.

15. How do you learn new tools or systems?
Your method: short tutorials, practice tasks, asking an experienced colleague. Name one tool you learned fast.

16. Are you comfortable with [a specific tool or software]?
Answer honestly about your level; if a beginner, say how you will close the gap.

17. How do you ensure accuracy in your work?
Your routine: checklists, a second review before sending, records. One example of a mistake you caught.

18. Tell me about a time you solved a difficult problem.
Short STAR in four sentences: Situation, Task, Action, Result. Focus on what you did.

19. How do you manage multiple deadlines?
Planning: list or calendar, priorities agreed with your manager, early warning when a deadline is at risk.

20. What would you do in your first 30 days?
Learn first, then contribute: observe, build relationships, learn the tools, one small visible win by month's end.

21. How do you handle repetitive tasks?
Focus on quality and improvement: one way you made a repetitive task faster or less errorprone.

22. Describe your experience working with data or reports.
Tools used plus one report produced: what it showed, what decision it helped.

23. How do you stay organised?
Your system: daily lists, calendar, clear folders. One example of a busy week kept under control.

24. Have you ever missed a deadline? What happened?
Honest and brief; spend most of the answer on what you changed afterwards.

25. How do you handle working under pressure?
One real example plus method: break work into steps, stay calm, communicate. Never claim you "thrive on stress" without proof.

26. What is your experience with customer service?
One situation: what you did, the outcome. Patience and a clear solution beat friendliness alone.

27. How do you keep your skills up to date?
Something recent: a course, book, tutorial series, or real project. One concrete example.

28. Describe a time you improved a process.
Before and after: what was broken, what you changed, measurable improvement (time saved, errors reduced).

29. How do you handle feedback on your work?
Listen fully, ask questions, apply it. One example of feedback that changed how you work.

30. What makes you different from other candidates?
Skill plus experience plus attitude, each with proof; finish with why that mix fits this exact role.

SECTION 3 — WILL YOU DO THE JOB? MOTIVATION & WORK STYLE (Questions 31-45)

31. Why are you leaving your current job?
Positive and forward-looking: growth, a new challenge, a better fit. Never criticise your employer.

32. Why did you leave your last job?
Brief and honest, then forward — for example, a contract ended and now you seek a long-term role.

33. What interests you most about this position?
Specific duties matching your strengths, and why they excite you. Specific beats general.

34. What kind of work environment do you prefer?
Honest answer connected to this company, plus one example of thriving in it.

35. Do you prefer working alone or in a team?
Show both: focused alone, better results in teams — one example of each.

36. How do you stay motivated on difficult days?
Anchors: purpose, small wins, steady routine — plus one real hard week you got through.

37. Are you willing to work overtime or weekends?
Honest about limits and flexibility: flexible when deadlines require it, week planned so urgent work is covered.

38. How do you handle boredom at work?
Initiative: look for improvements, ask for new tasks, raise the quality bar.

39. What are your career goals?
Short-term (master this role) plus long-term (grow in this field), tied to the company's direction.

40. Would you relocate or travel for work?
Honest and simple; if yes, under what conditions; if no, politely why.

41. How long do you plan to stay in this role?
Commitment without false promises: looking for long-term growth; this role is the work you want to build on.

42. What do you do when you disagree with your manager?
Respectfully, with facts, in private; if the decision stands, accept it and do your best.

43. How do you handle change at work?
One example (new system, process, team) plus what helped: learning fast, asking questions, patience.

44. What does a good day at work look like for you?
Realistic and positive: clear tasks finished well, someone helped, something learned.

45. Are you applying to other jobs?
Honest and brief; bring the focus back to why this role is your first choice.

SECTION 4 — CULTURE FIT & TEAMWORK (Questions 46-60)

46. How do you work in a team?
Your usual role, how you communicate, how you support others, plus one team result you contributed to.

47. Describe a time you worked with a difficult colleague.
Focus on resolution, not blame: what you did, the outcome. Respectful and factual.

48. How do you handle conflict in a team?
Listen first, find common ground, solve it directly; involve a manager only if it continues.

49. What role do you usually take in group projects?
Your natural role (organiser, creator, researcher, supporter) plus an example; adapt when the team needs it.

50. How do you build trust with new colleagues?
Reliability: do what you promised, be honest about problems, help unasked, listen before judging.

51. Describe a time you helped a colleague succeed.
Specific help (training, covering a shift, sharing knowledge) plus the result for colleague and team.

52. How do you communicate with people from different backgrounds?
Respect, clarity, patience; listen, avoid slang and assumptions, check understanding.

53. What would your previous colleagues say about you?
Two or three honest traits, each with proof.

54. How do you handle a team member who is not doing their share?
Private talk first, offer help, agree a fair split; escalate only if it continues.

55. Do you prefer a structured or flexible workplace?
Honest preference plus an example of working well in the opposite style too.

56. How do you celebrate team success?
Credit others by name; focus on what the group achieved together.

57. Describe a time you received criticism from a colleague.
Listened, thanked them, changed something. Defensiveness is the only wrong answer.

58. What company values matter most to you?
One or two values plus why they matter, linked to this company (research its stated values first).

59. How do you handle working with a new manager?
Learn their style early, ask expectations in week one, communicate clearly.

60. What makes a team successful in your opinion?
Clear goals, trust, honest communication, accountability — plus one example.

SECTION 5 — BEHAVIOURAL QUESTIONS: ANSWER WITH STAR (Questions 61-80)

Use these as models. Replace the details with your own real experience. Keep each answer to 60-90 seconds.

Spend most of your time on Action and Result.

61. Tell me about a time you faced a challenge at work.
S: Report due in half the time. T: Deliver accurate figures by Friday. A: Checklist, split work by strengths, checked progress twice daily. R: On time, no errors.

62. Describe a time you failed. What did you learn?
S: Booked the wrong date for a team event. T: Fix it before invitations went out. A: Owned it, rebooked, told everyone the same day. R: Event went ahead; now every booking is double-checked.

63. Give an example of when you showed leadership.
S: Team leader sick during an important week. T: Coordinate daily tasks. A: Volunteered, short morning meeting, divided work fairly. R: All tasks on time; the team said the week ran smoothly.

64. Tell me about a time you worked under a tight deadline.
S: Client wanted a presentation a day early. T: 20 slides by next morning. A: Used existing material, cut non-essentials, colleague reviewed. R: Client praised it and signed the order.

65. Describe a situation where you had to persuade someone.

S: Team kept a slow filing system. T: Get them to try digital folders. A: Small test — finding a file took 30 seconds, not five minutes. R: Whole team switched within two weeks.

66. Tell me about a time you went above and beyond.

S: Customer called after closing with an urgent problem. T: Only one still in the office. A: Stayed 30 minutes longer, solved it, left a note for the morning team. R: Five-star review naming me.

67. Describe a time you made a mistake at work.

S: Sent a price list with one wrong figure. T: Correct it before the customer ordered. A: Called the same day, apologised, sent the corrected list. R: Customer thanked me and still ordered.

68. Tell me about a time you handled an angry customer.

S: Customer shouted over a delivery three days late. T: Calm the situation, find a solution. A: Listened without interrupting, apologised, offered replacement with fast delivery. R: Customer calmed down and became a regular buyer.

69. Give an example of a time you worked with a difficult team.

S: Two members disagreed over the reporting task. T: Finish the report without taking sides. A: Split the report into two clear parts, one shared deadline. R: Both agreed; delivered on time.

70. Describe a time you had to learn something quickly.

S: New booking system, one week of training. T: Use it confidently by Monday. A: Practised with test bookings nightly, wrote a one-page cheat sheet. R: Handled real bookings without help by Monday.

71. Tell me about a time you improved team performance.

S: Approvals delayed orders. T: Shorten waiting time. A: Rule: approvals under a set value confirmed within two hours. R: Average order time dropped by one full day.

72. Describe a time you received negative feedback.

S: Manager said my emails were too long and unclear. T: Change how I write to customers. A: Short paragraphs, clear subject lines, one request per email. R: Customers replied faster; manager praised the improvement within a month.

73. Tell me about a time you took initiative without being asked.

S: New staff had no welcome guide, kept asking the same questions. T: Nobody had assigned it. A: Wrote a two-page starter guide in my free time. R: New staff settled faster; manager added it to the official onboarding pack.

74. Describe a time you juggled several tasks at once.

S: One week — a report, training a new colleague, covering a sick colleague's phone shift. T: All finished by Friday. A: Daily plan, fixed hours per task, warned manager early about one small delay. R: All three completed; new colleague passed her first-week check.

75. Tell me about a time you disagreed with a decision at work.
S: Manager stopped a popular service to save costs. T: I believed customers would be upset. A: Presented customer feedback privately, suggested a cheaper middle option. R: A limited version stayed; complaints stayed low.

76. Give an example of when you solved a problem creatively.
S: Small shop, no budget for display stands. T: Make products attractive anyway. A: Reused old wooden boxes, painted them in shop colours, arranged by height. R: Sales of displayed products rose that month, at zero cost.

77. Describe a time you trained or mentored someone.
S: New colleague struggled with the order system in week one. T: Get her confident enough to work alone. A: Showed each step once, then let her practise with test orders while I watched and corrected gently. R: By end of week two she handled real orders alone, no errors.

78. Tell me about a time you stayed calm in a crisis.
S: Power cut on a busy sales day, tills stopped. T: Keep customers informed, sales moving. A: Explained calmly, took orders on paper, thanked customers for patience. R: No customer left angry; all paper orders entered once power returned.

79. Describe a time you set a goal and achieved it.
S: Wanted better English for customer calls within three months. T: Ten English calls per week. A: Practised daily, listened to example calls, asked a colleague to correct me. R: After three months handled English calls confidently; moved to the international desk.

80. Tell me about a time you adapted to a big change.
S: Whole team moved location and shift pattern. T: Adjust routine, keep performance steady. A: Planned travel in advance, talked openly with the team, focused on what I could control. R: Output stayed the same in month one; later helped two colleagues settle in.

SECTION 6 — SALARY & BENEFITS QUESTIONS (Questions 81-90)

81. What salary are you looking for?
A researched range, never one number — role, experience, typical local pay. Flexible for the right overall package.

82. What is your current salary?
Honest if you share it, then redirect: "I earn around X; for this role I look at Y to Z, based on the responsibilities."

83. Are you open to a lower salary for the right opportunity?
Honest conditions: growth, training, flexible hours can justify less — say which, and your limit.

84. What benefits matter most to you?
Rank honestly: health cover, training, flexible hours, paid leave — briefly why your top one matters.

85. Would you accept this offer if the salary is below your range?
Judge the total package: benefits, growth, hours; offer to discuss a review after a few months.

86. How do you feel about performance-based pay?
Motivated by results; ask how performance is measured: "I like it when good work is rewarded — how are targets set here?"

87. What salary would make you accept immediately?
Avoid naming a number first: repeat your researched range; "inside that range with fair benefits, I am ready to accept."

88. Do you have other offers?
Honest and brief, no details or pressure. If none: "Not yet — this role is my first choice, which is why I prepared so carefully."

89. How do you negotiate salary without seeming greedy?
Polite and factual: market data, value you bring, thank them first. Never threaten to walk away unless you truly will.

90. When is the right time to discuss salary?
Ideally let the employer raise it, usually at offer stage. If asked early, give your range and note flexibility.

SECTION 7 — CLOSING QUESTIONS TO ASK THE INTERVIEWER (Questions 91-100)

Ask two or three of these at the end. They show genuine interest — and they help you judge whether this job is right for you.

91. What does a typical day in this role look like?
Why ask: tells you what the job really involves, beyond the description.

92. What are the biggest challenges for someone in this role?
Why ask: shows you are realistic; reveals problems you may need to solve.

93. How is success measured in the first 90 days?
Why ask: shows you want results; gives clear targets from day one.

94. What training and growth opportunities do you offer?
Why ask: shows ambition; tells you whether the company invests in people.

95. How would you describe the team I would work with?
Why ask: team fit matters as much as the job. Listen for honesty, not just praise.

96. What are the next steps in the hiring process?
Why ask: shows you are serious; tells you exactly when to expect news.

97. Is there anything about my application you would like me to explain further?
Why ask: a last chance to clear up any doubt before you leave.

98. How does the company support work-life balance?
Why ask: a fair, normal question; the answer reveals a lot about culture.

99. What do you enjoy most about working here?
Why ask: people answer honestly; their energy tells you more than any brochure.

100. When can I expect to hear from you?
Why ask: ends the interview professionally; gives you a date for follow-up.

STAR METHOD FRAMEWORK

What is STAR? A simple structure for behavioural questions — the “tell me about a time when...” questions. It keeps your answer clear, short, and convincing.

S — Situation: one sentence setting the scene.

T — Task: what you personally had to do.

A — Action: what you actually did — the most important part, spend most of your time here.

R — Result: what happened — use numbers where you can (time saved, errors reduced, customers happier).

Rules: keep the whole answer to 60-90 seconds. Talk about what YOU did, not what the team did. Always end with a positive result or a clear lesson.

Worked example — “Tell me about a time you solved a difficult problem.”

S: Delivery driver sick on the busiest day, 30 orders waiting.

T: Every order still delivered that day.

A: Called two part-time drivers, re-planned routes by area, phoned the five most urgent customers to confirm new times.

R: 28 of 30 delivered the same day, rest next morning; no complaints; manager reused my route plan.

Blank STAR practice templates (copy this layout for your own stories):

Template 1: The question I am preparing for:

S — Situation:

T — Task:

A — Action:

R — Result (with numbers if possible):

Template 2: The question I am preparing for:

S — Situation:

T — Task:

A — Action:

R — Result (with numbers if possible):

Template 3: The question I am preparing for:

S — Situation:

T — Task:

A — Action:

R — Result (with numbers if possible):

INTERVIEW-DAY CHECKLIST

The night before: outfit chosen, clean and ready; 2 printed resume copies; route planned, travel time checked, 15 minutes extra allowed; company research notes reviewed; your 2-3 closing questions written down; phone charged, alarm set.

On the morning: eat a proper meal, drink water; arrive 10-15 minutes early; bring ID, pen, resume copies, questions list, a bottle of water; phone on silent before you walk in.

During the interview: greet everyone with a smile and a firm handshake; listen to each question fully before answering; use STAR for behavioural questions; ask your closing questions; thank each interviewer by name before you leave.

After the interview: write down what was asked while it is fresh; send your thank-you email within 24 hours (templates on the next pages).

THANK-YOU EMAILS — WHEN AND HOW

When to send: within 24 hours of the interview. The same day is best. Send one email to each interviewer if you have their addresses, or one email to your main contact asking them to pass on your thanks to the team. Keep it short — four to six sentences is enough. Never copy a template word for word: change the names, the role, and one detail from your conversation.

Template 1 — Standard thank-you (after a regular interview).

Subject: Thank you — [Job Title] interview. Dear [Interviewer Name], thank you for meeting with me today about the [Job Title] role. I enjoyed learning about the team, especially [one detail]. Our discussion confirmed my interest, and my experience in [key skill] would be a strong fit. Thank you again; I look forward to hearing from you. Best regards, [Your Name]

Template 2 — Thank-you after a panel interview (several interviewers).

Subject: Thank you for today — [Job Title]. Dear [Main Contact Name], thank you for arranging today's interviews, and please pass my thanks to the whole team. I appreciated learning how the parts of the team work together, especially [one detail]. I would love the chance to contribute. Thank you again; I hope to hear from you soon. Best regards, [Your Name]

Template 3 — Thank-you plus something you forgot to mention.

Subject: Thank you — [Job Title] interview. Dear [Interviewer Name], thank you for meeting with me today. I enjoyed our conversation, particularly [one detail]. One point to add: [one short sentence about a skill or result you forgot]. It is directly relevant to [one duty]. Thank you again; I look forward to your decision. Best regards, [Your Name]