



WorkSkills from Edexcel

Unit 8	Interview Skills
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Scenario and Instructions:

You have just finished your GCSEs and a BTEC at your school/college, and have seen an advert in the local newspaper for part-time casual staff at a new theatre opening in Chatham Maritime.

You are applying for a position in the Front of House Team at the Will Adams Theatre.

You have completed an application form, and have now been invited to attend an interview with Maria Charles, the theatre's Front of House Manager, at _____ on ____ June 2008.

To prepare for the interview, you should read the attached job description and responsibilities of FOH staff at a theatre. You should also think about why you want the job, what you have to offer and why you will be a good member of the FOH team. Try to think of as many reasons as possible. Also try to anticipate what questions the House Manager might ask you, as well as questions you would like to ask her.

The job interview will last around 10 minutes, and will be videotaped for evaluation purposes. *Please make sure you dress appropriately for the interview.*

You are being assessed on the following:

- 1. Arrive in good time for the interview (1.1)**
- 2. Use appropriate means of non-verbal communication such as body language, facial expression and tone of voice (1.2)**
- 3. Respond clearly to the questions asked by the interviewer, using language appropriate to the interview situation (2.1)**

After the interview, you will have the opportunity to watch your performance on video, and complete a self-evaluation on a worksheet provided.

- 4. Describe what went well and what did not (3.1)**



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**The Will Adams Theatre
Kissmehardy Avenue
Chatham Maritime**

Job Description - Front of House Staff (Casual)

The Will Adams Theatre opens in August 2008. An exciting, state-of-the-art venue, it has a 950 seat auditorium, comprising stalls, circle and upper circle, two bars and a restaurant. As a premier touring theatre in the South East of England, its programme will include live theatre, opera, classical and popular music, dance and ballet; as well as films, sport and hosting conferences and events.

Front of House Staff are required as ushers, sales of merchandise and other general FOH duties as directed by the House Manager, to whom they will be directly responsible.

The fixed pay rate increases for work on weekends and Bank Holidays.

FOH Staff (casual)

Typical FOH duties include:

- Dealing with audience members
- Answering questions about the theatre - show times, intervals, facilities, etc
- Staffing the cloakroom
- Staffing the refreshment kiosks and merchandise sales
- Selling programmes
- Fully understanding and carrying out emergency and evacuation procedures in the event of fire or any other emergency
- Knowing who to contact in the event of an emergency
- Maintaining a friendly, polite, helpful and approachable public face at all times
- Checking health and safety regulations are maintained at all times in all public areas of the theatre
- Remaining in the auditorium during performances to check there are no problems or risks to public health and safety (smoking, disruptive audience members, illegal use of recording equipment, etc)
- Being available to talk to patrons as they leave
- Checking public areas for lost property after shows, and clearing the auditorium

Please note all FOH staff, when on duty, are required to wear a green tie or scarf (provided by the theatre), and white shirt with black trousers/skirt and black shoes.

Maria Charles
House Manager



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Self-Evaluation of Job Interview

It will be helpful to look at the questions and answers to the observation / peer-evaluation sheet to help in your description of the interview

Name:	
Date:	

What did you think of the interview experience overall?

What do you think went well?





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What do you think went less well?

What part or aspect of the interview were you most comfortable with?

Was there anything you were less comfortable with?

Did the interviewer make any comment on your performance? What did she say?





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Observation Checklist for Interview (Tutor and/or Peer Evaluation)

Performance in Interview	Feedback
Arrival in good time	
Correct and appropriate greeting when first meeting the interviewer	
Dress and appearance	
Creating a good impression: Use of body language Choice of words, tone and expression of voice Awareness of facial expressions	
Answering Questions: Listening carefully to questions before answering Answers appropriate to interviewer's questions Clear and polite communication	
Any other comments	



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OBSERVATION RECORD

Learner Name:	
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Qualification:	
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Unit Number and title:	
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Description of activity undertaken:

Assessment criteria targeted:

How the activity meets the requirements of the assessment criteria:

Learner Signature:		Date:	
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Assessor Signature:		Date:	
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Assessor Name:	
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