

Emina is having a job interview at Kmart with Steve. She has been practising with her teacher and feels confident about answering the questions.



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- Narrator** Podcast 7, a job interview part 1.  
Emina arrives at Kmart for a job interview.
- Emina** Hello. My name's Emina Zabadi. I've come for a job interview with Steve Lim.
- Receptionist** I'll let him know you're here.
- Steve** Hi Emina is it? I'm Steve Lim. Please take a seat.
- Emina** Hi Steve. Nice to meet you.
- Steve** So now...I can see from your application that you're studying at the moment?
- Emina** Umm, yeah. I'm finishing my Certificate 3, hopefully by the end of the year.
- Steve** And then what do you want to do?
- Emina** Well, I'm really interested in fashion and clothing design, so I hope to do a course next year at TAFE. I'd like to have my own shop one day... that's my dream.
- Steve** So why do you want to work at Kmart?
- Emina** I'd like to get some experience in retail. And also, because I'll be studying, I know Kmart offers flexible shifts, so I can work around my study times.
- Steve** Hmm, so you know a bit about us!
- Emina** Yeah, and also, whenever I come here the staff are always friendly and helpful, so I figured it would be a good place to work.
- Steve** That's good to hear. I think it is, too. Now, as you know, customer service is what we're all about. I have a scenario to put to you... you're working on the floor, and a customer comes up to you and is very upset and starts getting really angry about something he can't find. How would you handle that situation?
- Emina** Um... I would try to stay calm and then try to help him look for the thing he wants. But if he was still angry I'd get the manager.
- Steve** Yes, it's important not to let a situation get out of hand. Now, Emina another thing that's really important in a work place is getting along with other staff members. Do you have any experience working in a team?
- Emina** At school, just recently, we had to work in groups of four. We were doing a project about Melbourne, and then we had to give a presentation to the class.
- Steve** How did it go?
- Emina** It was fun. We all worked together really well.
- Steve** Good. Now, are you flexible with regard to working different shifts?
- Emina** Yeah, I'm happy to work weekends and also Christmas and New Year. But late evenings are a problem. I don't have my own transport, and no one to pick me up.
- Steve** That's fine. I'll make a note of that. And Emina, what are your interests outside school?

- Emina** I love sewing...making my own clothes. This weekend I'm volunteering to help a lady who has at a stall at the Camberwell market. She designs and makes her own clothes and then sells them at the market. It's my first time there so I'm really excited.
- Steve** Well, good luck with that Emina. I think that's all for now. Do you have any questions?
- Emina** Yes, I'd like to know if you have a training program for new workers.
- Steve** Yes, all new staff get training and an induction program.
- Emina** Oh, good. And when do you think I might hear from you?
- Steve** We'll be in touch soon, one way or the other. We've got all your details, haven't we?
- Emina** Yeah. Thanks Steve. Bye.
- Steve** Bye.