

**Recruiters Say:**

“The key is to make the best first impression possible.”

“It’s important to show your interest in the company.”

**Interview Tips:**

- Dress professionally
- Know the company, industry, and job description
- Make eye contact
- Firm handshake
- Be prepared-Practice! Practice! Practice!
- Be engaged - Take the opportunity to ask your own questions

## Purpose of an Interview

The purpose of an interview is to determine the “fit” of the candidate’s skills, experience, and qualities to the needs of the organization. It is also an opportunity for the candidate to learn more about the organization and to demonstrate his/her value to the organization.

## Identifying Your Skills

Everyone has skills that can be transferred to work so knowing your skills base is important when going into an interview. Researching the company and carefully analyzing the job description will help you identify the types of skills that the employer is looking for. This allows you to match the core competencies needed for the job to your skill set so that you are ready to discuss and apply them in an interview situation.

You can develop skills throughout your university career through your academic studies, paid and volunteer experience, involvement in clubs, leadership in student associations, internships and through mentorship activities (as a mentor or a mentee).

## Be a STAR

When faced with behavioural interview questions, a good way to structure your responses and enhance your statements is to use the STAR method.

Situation (20%) - introduce your story, set the stage

Task (10%) - restate the skill that you were asked about

Action (50%) - describe the specific steps you took, addressing how you used the skill effectively

Result (20%) - describe the outcome/result (what happened?)

Employers may ask a combination of questions including: direct/indirect, behavioural, situational, and technical. The following are common questions asked in an interview based on discipline area. These questions are meant to be used as a reference to help you practice how to respond in an interview situation.

## Accounting

### Direct & Indirect

- Tell me about yourself.
- Why did you choose accounting?
- Why did you choose this firm?
- What are two skills that you have applied in the past that can be applied to this role?
- What did you learn most from your previous job?
- What are some characteristics that distinguish you from other candidates?
- What software skills do you possess?

### Technical

- Describe your experience with IFRS. What do you believe to be the main differences between IFRS and GAAP?
- What are different ways to calculate accounts payable?
- What is the main difference between billable and non-billable expenses?

### Behavioural & Situational

- Tell us about a time you came across a financial discrepancy. Describe the steps you took in resolving it.
- You are auditing a company whereby the owner of the company is frustrated with the audit process and is not helpful in providing necessary information. Tell us how you would handle this situation.
- Give me an example of a time when you had to ask for help within a work setting.
- Give me an example of a time when you demonstrated your conflict resolution skills.
- Give me an example of a time when you demonstrated your motivation.
- Give me an example of a time when you had missed a deadline.
- Provide an example of a time when you had to resolve a problem with a co-worker.
- Provide an example of a time when you had to make a quick decision.
- Provide an example of a time when you had to motivate someone.

## Employer Profile

### RBC - What to Expect in an Interview

RBC recruiters ask:

- Behavioural questions - to learn how you've behaved in certain situations in the past.

For example:

“Give me an example of when you played a key role in helping a team reach its objectives”.

“Tell me about a time when you met the needs of a client who did not make it clear what he/she wanted”.

- Technical questions - to examine how well your technical capabilities (i.e. computer skills, product knowledge) and behavioural capabilities (i.e. initiative, client stories) will suit your future responsibilities.

### Interview Tips

Here are a few simple tips to ensure a successful interview with RBC!

- Frame your answer in three steps:
  1. Talk briefly about the situation
  2. Detail how you handled the issue
  3. Discuss the positive outcome (Situation→Action→Result)
- Listen carefully. Ask for clarification if necessary. Answer completely.
- Try to use recent examples.
- Illustrate your examples with experiences from previous jobs, internships, activities, team involvements and community services.

Be prepared to discuss how your skills and experience align with the role, and how you might approach success if selected.

Interested in a career with RBC? Visit

[www.rbc.com/careers](http://www.rbc.com/careers)

## Employer Profile

### TD Bank Financial Group - What to Expect in an Interview

TD recruiters ask:

- Behavioural questions - to learn about your past experiences in relation to a specific competency required for the job.

### What is a Competency?

A competency describes how you apply your knowledge to obtain the results required on your job.

For example: if “Relating to Customers” is a competency for success on the job, the interviewer might ask: “Tell me about a situation when you had to build a relationship with a new customer? How did you develop the relationship? What feedback did you receive from the customer?”

### Interview Tips

When answering questions like the example above, the interviewer will be looking for the following information:

1. Brief description about the situation
2. The actions you took
3. The results of your actions

These questions are an opportunity to showcase what you have done in the past, and to let the interviewer know how those behaviours and past experiences would help you be successful in the job you are interviewing for.

Interested in a career with TD? Visit [www.td.com/hr/opportunity/whyTDOpportunity.jsp](http://www.td.com/hr/opportunity/whyTDOpportunity.jsp)

## Finance

### Direct & Indirect

- What is the current market risk premium? What is the current risk-free rate?
- What is working capital?
- Tell me a stock you like and why?
- What is an LBO (leveraged buyout)? Why leverage up a firm?

### Technical

- Why might a company choose to issue debt vs. equity?
- What major factors affect the yield on a corporate bond?
- What is the difference between IRR, NPV, and payback?
- How do you calculate WACC?

### Behavioural & Situational

- Tell me about a time when you had to persuade a person or a group of subordinates/peers that your solution was the best solution.
- If I had \$100,000, how would you advise me to invest it?
- Say you are meeting with a client and your manager is giving a presentation. You suddenly notice a mistake in some of the calculations which you have done for the presentation. Do you tell the manager? When? What do you say?
- Describe a time when you went above and beyond for either an internal or external customer.
- Tell us about a time where you worked in a group and needed to persuade others to view things your way.
- Provide an example of a time where you initiated change management.
- Give an example of a time where someone was unfamiliar with a concept and you were able to help them understand the concept.
- Provide an example of when you used financial analytical skills.

## Human Resources

### Direct & Indirect

- Why did you specialize in HR?
- What do you feel motivates employees?
- An integral part of an HR professional's role is to help employees understand policies and benefits and sometimes act on their behalf. What skills do you possess that will help you do this?
- How do you identify what a company's training needs are?
- Describe some of the trends in the area of occupational health and safety.
- What process would you go through in setting the salary for a new position in your company?

### Behavioural & Situational

- How would you deal with a frustrated employee? What do you see as the steps involved in handling the situation?
- How would you address a situation where you are expected to fire someone on behalf of a manager?
- You have posted a job three times and no viable candidates have applied, what do you do?
- Describe a group situation when you set guidelines for the group and describe the outcome.
- Tell me about an experience when you had to lead people. How did you motivate them?
- Employees in your company show little to no interest in attending training and development sessions - how do you ignite interest and attendance?

## International Business

### Direct & Indirect

- What first led you to pursue a career in international business/relations?
- How do you feel about travel as a job requirement? Relocating?
- How have you adapted your approaches to different cultures and people?
- How has your education prepared you for a career in international business?
- How do you keep up to date on business markets around the world and how those might impact a particular company, industry, or socio-economic climate?
- Please describe any experience you have of travel or study abroad. What job-related skills did you gain from this experience?

## Information Systems

### Technical

- Can you run/drive the conference room pilots?
- Please describe the functionality of a fibre channel connection in a storage area network.
- Two users sharing the same room are connected to a wired printer server built-in to a switch-how would you troubleshoot an issue where users cannot print?

### Behavioural & Situational

- Give an example of how you managed a termination or warning.
- Name a time when you made a poor decision based on not having enough information. What was the result and how did you make the outcome work in your favour?
- Your customer wants to install a business intelligence suite to improve their overall internal performance. Three appropriate business intelligence packages are available. How would you go about implementing the correct one?
- Tell me about a time when you had more than you could handle on your plate and how you managed it.
- Tell us how you would handle having to explain to someone that their project has been pre-empted by another more important project?
- The network seems to be down. What steps do you go through to troubleshoot?
- Provide an example of a time where your ability to think outside the box was the key to success.
- Describe the agile methodology of project management and give an example of how you have applied it in a previous project.

### Management

#### Direct & Indirect

- Based on your experience, what actions have you found most effective in building staff relationships? What hasn't worked and why?
- Obviously as a manager, you must interact successfully with people, clients, upper management, subordinates, etc. in order to make a positive impact. Can you describe two or three key strengths you feel you possess in dealing with people?
- How can a supervisor establish effective communication with staff?
- How do you motivate employees? How do you reward them?

#### Behavioural & Situational

- It is sometimes desirable to lead other people by setting a positive example. Describe a situation where your example served as a model for others.
- What in your opinion are the key tools in building and maintaining successful business relationships? Give me examples of how you have made these tools work for you.
- Let's say that you have assigned work to one of your subordinates and it was not done as you had expected it to be, how would you handle the situation?
- Providing feedback to subordinates is a key managerial responsibility. If you have had an opportunity to do this, how did you go about it? If you haven't had an opportunity to provide feedback to workers, what ideas do you have for providing this information to subordinates?

### Marketing & Public Relations

#### Direct & Indirect

- Which marketing tools and techniques have you used?
- What kind of experience do you have with direct and online marketing?
- Tell us what you know about our product.
- What ideas or strategies would you suggest for rebranding our product?
- What do you feel will be some of the biggest challenges in marketing this product/service?
- How would you tailor your marketing strategies to engage an (a) youthful demographic, (b) middle-aged demographic?
- What do you feel are some of the biggest mistakes marketing professionals make today?
- How would you manage a relationship with media in a different country?
- What is a press release?

#### Behavioural & Situational

- You are coordinating a large product-launch event and expect 1,000 people to attend. Walk us through your critical path planning.
- You are given some market research to review, from which you need to develop your marketing plan. You wonder if the market research is flawed and don't believe it is accurately reflecting trends right now. What do you do?
- Give an example of a marketing initiative you undertook that did not work out as planned?
- Your sales team indicates a concern that the marketing/branding of the service/product is out of sync with what they see customers saying on a day to day basis. How do you handle it?
- What was the most difficult situation you have been in when responding to media and public inquiries? What made it difficult and how did you handle it?
- Describe a time when you created a press release, by-lined articles, case studies, or other communications that was misunderstood by the audience. What did you do about this? What did you learn?
- Give an example of when a co-worker or manager disagreed with the media relations strategy or tactic that you recommended. How did you handle this?

## Sales

### Direct & Indirect

- What steps or strategies would you take to handle a prospective client's resistance to purchasing?
- How do you close deals?
- Are there any sales that you have lost? Why?
- Make a three minute sales pitch as to why you are the best candidate for the job.
- Tell us what you know about our main competitors' services/products.

### Behavioural & Situational

- Talk about the most difficult sale you had to make. What did you learn from it?
- Tell us about a time you really had to persuade someone.
- You have a sales goal of \$500,000. You have two weeks left to reach your goal and you are \$100,000 short. What is your plan to hit your number?
- The marketing department has some materials that you feel do not adequately speak to customer needs. How do you convince them that their strategy is out of line with customer opinions/attitudes/needs?
- Tell me about a situation when you had to build a relationship with a new customer. How did you develop the relationship?

## How We Can Help

For more information about interviews and types of interview questions, check out our [resource guides](#).

If you have an interview coming up and you would like to get some practice, [book an appointment](#) for a mock interview or attend our [workshops](#).

## Operations Management

### Direct & Indirect

- Define "supply chain".
- Which of the following do you think you do best: negotiation, planning, or data management?
- What do you foresee as the most complicated logistics associated with this position?
- What do you feel would be some key performance indicators?

### Technical

- Tell us what you know about the JIT (Just-In-Time) principles. What do you think are some of the biggest risks associated with this principle in this industry?
- What strategies would you utilize to go about ordering optimal inventory levels?

### Behavioural & Situational

- Some raw materials are becoming short on supply forcing a production line to shut down. How do you handle the situation?
- Describe a time when you demonstrated attention to detail and problem solving skills.
- A supplier has delivered a product that does not meet your specifications. How do you handle it?

### Get Connected with the Career Development Office!

 [http://www.linkedin.com/groups?about=&gid=3054459&trk=anet\\_ug\\_grppro](http://www.linkedin.com/groups?about=&gid=3054459&trk=anet_ug_grppro)

 <https://www.facebook.com/GoodmanSchool>

 <https://twitter.com/GoodmanSchool>

### Check out the following resources:

- [www.talentegg.ca](http://www.talentegg.ca)
- [www.jobpostings.ca](http://www.jobpostings.ca)
- [www.careeroptionsmagazine.com](http://www.careeroptionsmagazine.com)