

RAILWAY CAREERS: JOB INTERVIEW SUPPORT SHEET**Challenge 3: Job interview**

Imagine that you are being interviewed to become a Train Station Attendant. Prepare your answers to the questions below.

a) Why do you want this job?

b) What skills and qualities do you have that would make you suitable for this job?

c) How do you give good customer service?

d) Tell me an example of a time when you received good customer service.

e) Tell me an example of bad customer service.

f) Do you work well in a team? Give me an example of when you have worked well in a team.

g) How would you respond to a customer who was rude or angry?
