



**02: Training package for employees trained to become mentors**

Developer: Institute of Development, Cyprus

Module 2– **Competency framework for skills transfer**

Handout 4: 6 Simple Ways to Make a Good Impression – Part 4

**Activity 3:** Six simple ways to make a good impression

# Role Play Script

Denise is attending an interview for a position that she is interested in.

Her main goal as a candidate is to present herself in a positive manner and show to the interviewer that she is genuinely interested in the position, she is paying attention to the whole procedure, and she values the time and effort they are investing to conduct this interview.

Here is an example of the steps to take during the interview.

**Interviewer:** Good morning my name is Marc.

**Denise:** Good morning my name is Denise!

Normally you would shake hands but due to the Covid 19 regulations you show that you are confident and friendly by touching elbows.

**Marc:** Nice to meet you, Denise! So, Denise tell me a little bit about yourself. Why did you apply for this position?

**Denise:** Nice to meet you too Marc, I read your posting on the website “Ineedajob.com” the position appealed to me because of my qualifications and my interest in sales.

(Remember to address him with his name when it’s suitable)

Explain how your qualifications and experience could benefit the company. Underline your interest in the specific area. Show that you are enthusiastic and a team player.

**Marc:** Great to hear that! I think that a person who is really interested in the sales field would be suitable for the Sales Officer position. I am wondering Denise, how can someone so young be interested in sales?

**Denise:** Well, I was always fascinated by the way a product can be promoted to a specific target group and how a salesperson is responsible to present it in such a manner that it will be attractive to the customer. I think that a Sales Officer Position will give me the opportunity to see that in action.

*(Repetition is always important to show to the other person that you are paying attention to what they say)*

**Marc:** Indeed! This is exactly what the role of Sales Officer will be responsible for! I am glad to hear that there is a keen interest from your part to these specific tasks. In fact, let me inform you in more detail what your responsibilities will be, to promote specific products as directed by upper management, inform customers for current promotions and discounts and develop strategies for more effective sales, both individually and as a part of a team.

**Note:** Don’t forget to practice “Active Listening” whilst talking with Marc. Do this in a manner that he will understand that he has your undivided attention.

**Tips for Active Listening:**

* *Listen with your whole-body. Nonverbal cues which show understanding: maintaining eye contact / nod / smile / lean towards the other person.*
* *Be aware of your body language, open body posture / relaxed shoulders / navel direction / don’t fidget.*
* *Ask questions if you need any clarifications or use gestures to show that you are engaged in the conversation / Repeat or paraphrasing to show understanding (such as nodding, eye contact, and leaning forward)*
* *Brief verbal affirmations like “I see,” “I know,” “Sure,” “Thank you,” or “I understand.”*

**Marc:** Do you think that this position would be something that would interest you. Do you have any previous experience in this field?

**Denise:** I do not have any previous experience, but I am sure with your guidance and my willingness and hardworking spirit I could perform these tasks successfully.

(It’s important to the interviewer that you recognise that they are an important part of the whole procedure and that you are willing to listen).

**Marc:** Indeed! We have a specific learning curve, and we are eager to welcome and provide any needed support to our newcomers.

**Denise:** That is great to hear! Not all companies have the same approach! It can be difficult to adjust to a new place, I find it is very important to be in a supporting environment.

**Marc:** Thank you for noticing and pointing out this! I am afraid our time is up. It was lovely meeting you Denise, on your way out my assistant will give you all the necessary information for a second interview!

**Denise:** Likewise! Thank you for your time and your kind consideration, looking forward to our next meeting!

**References**

Carnegie, D. (1998). How to Win Friends and Influence People. *Gallery: New York*.