

# Interview Invites

You work in a mobile phone store, and the manager has recently used the advert shown below to invite applications for a new full-time member of the sales team.

## Full-Time Sales Consultant

### Store – Yourtown - Excellent salary & benefits

We have an exciting opportunity for a full-time (39 hours per week) sales consultant in our Yourtown branch.

Forget what you know about mobile phones stores – Planet Mobile is different! This is a chance to do something differently, and to do it so well that it changes the way people think about customer service forever.

We're more interested in your customer service skills than specific retail experience. Whatever your background, you will have an energy and passion about you that rubs off on everyone you meet.

We will provide full training so that you can relate to anyone who comes into the store, regardless of their technical

knowledge, and match the right product or service to their lifestyle. On top of that, you'll enjoy an excellent range of benefits that includes private healthcare, life assurance, pension, 25 days holiday and staff discounts.

So, if you'd like to be part of a great team that is changing the face of retailing, please send your CV to:

Store Manager  
Planet Mobile  
High Street  
Yourtown  
NB1 1AA

Closing date: 4th September 2024.



Now that the closing date has passed, your manager would like you to review the ten CVs he has received from applicants and shortlist the best THREE candidates.

A copy of the job description is on the next page, and the CVs from the ten applicants are provided on the pages that follow. Read the CVs, and then list below the names of the three candidates that you think should be invited to interview, along with your reason.

Applicants Selected for Interview	Reason
1.	
2.	
3.	

## Job Description

<b>Job Title:</b>	Sales Consultant
<b>Location:</b>	Yourtown
<b>Hours:</b>	39 hours per week, including weekends and evenings.
<b>Job Purpose:</b>	The Sales Consultant will be the first point of customer service in this new concept retail store. As well as achieving excellent sales targets, consultants will be responsible for ensuring that customer questions are answered accurately, and that they are shown products and services that are relevant to their lifestyles
<b>Main Tasks of the Job:</b>	Communicating with customers. Providing technical or service solutions to customers. Delivering sales to meet team targets.
<b>Scope of the Job:</b>	This is an important retailing opportunity, which will give the post holder significant experience and expertise in a new concept in interacting with customers. Significant induction and high levels of on-going training will ensure that technical knowledge is superb, and existing communication skills are improved further.
<b>Qualities, Skills and Attitudes Required:</b>	<ul style="list-style-type: none"><li>• Communication Skills</li><li>• Customer Focus</li><li>• Interpersonal Skills</li><li>• Resilience</li><li>• Team Work</li></ul>

## CV of Candidate 1

**NAME** Tim Terry  
**ADDRESS** 26 Station Terrace  
Yourtown  
NB1 6DA

**D.O.B** 23.12.2006

**MARITAL STATUS** Single

### Strengths

- ✓ Hard Working.
- ✓ Intelligent.
- ✓ Extensive knowledge on computing and the Internet.
- ✓ Determined
- ✓ Goal driven
- ✓ Speak mind
- ✓ Working by myself

### Aims

- To make as much money as possible
- Tell it to people straight.

### Education

- Knowles Hall Preparatory School = 2012 - 2016
- Knowles Hall Junior School = 2016 - 2019
- Knowles Hall Upper School = 2019 - 2024

### Qualifications

<b>GCSE</b>	English	6	<b>AS LEVEL</b>	Computing	A
	English Lit	3		Graphics	D
	Maths	7		Maths	E
	German	3		Politics	E
	Science	5			
	Computing	9			
	Graphics	5	<b>A Level</b> (awaiting results Predicted shown)	Computing	B
	Geography	2		Graphics	E
				Maths	E

### Extra Curricular Activities / Hobbies and interests.

- I enjoy internet gaming
- Mending my computer
- Listening to classical music

## CV of Candidate 2

### Curriculum Vitae

**Name:** Sue Ribble

**Date of Birth:** 23<sup>rd</sup> March 2006

**Address:** 12 Park Street, Yourtown, NB1 7DU

### Qualifications

Maths GCSE	Grade 4
English GCSE	Grade 5
RE GCSE	Grade 4
Health & Social Care	Pass
Science GCSE	Grade 2

### Work Experience

Two weeks in July 2022 for Watsons Engineering doing some office work and filing.

### Achievements

Doing voluntary work for The Dog's Trust

### Hobbies and Interests

Reading and socialising

## CV of Candidate 3

John Redburn  
345 Tiverton Road  
Yourtown  
NB2 5LL

### Career Objective

To use my substantial experience and proven abilities in customer facing situations within the electrical engineering sector and apply these within the retail environment.

### Strengths

- Disciplined and well organised.
- Enjoy working as part of a team.
- Ability to identify problems and suggest effective solutions.
- Enjoy interacting and motivating the public.
- Have a 'can do' attitude.

### Employment History

Blockly Electrical, Yourtown

Foreman Electrician-May 2014-Present

Responsible for the installation and servicing of commercial residential and industrial accounts. In my current position as Foreman, I supervise the activities of four to five electricians/helpers and have been responsible for as many as thirteen employees. In this role I have had to deal effectively with people and was selected by management to train new employees.

### Education

City and Guilds-Installation Certificate

New Hope Community College-Courses relating to electronics (2007-2008)

Highmoor High School-July 2007-5 GCSE's, including Maths and English

## CV of Candidate 4

Delivered by hand - URGENT

Wendy Gomez  
110 Parkside Road  
Yourtown  
NB6 4TU

Age: 22 years

Experience:           Retail (Chemist) 2022  
                              Temporary Admin Assistant (Remote working) 2021

Education:            9 GCSE  
                              3 AS Levels: English, French and Spanish

Interests: Meeting people and travel. I've travelled to Peru, Thailand and Corfu

Apologies for this short handwritten note, but I have only just got back from seeing friends in France. I love meeting people and think my sociable nature would suit the role advertised. Great advert by the way! I look forward to meeting you soon,

Wendy x

## CV of Candidate 5

Arthur Whitney  
116 Fairffield Way  
Yourtown  
NB1 1TT

### Career Profile

A professional Sales Director with a fundamental interest in effective and efficient management, combined with a genuine interest in people. Having been made redundant some six months ago I am keen to continue using these skills within a different working environment.

### Experience

- Considerable experience in all aspects of business management.
- Dealing with people at all levels.
- An understanding of the needs of customers.
- Experience of setting and monitoring sales targets.
- Working in a team and training team members.

### Career History

2006-2023 Jones Wholesale Ltd:	Managed a team of thirty sales staff, liaised with customers and monitored performance in relation to sales targets.
2007-2010 Freeman Derry Ltd:	Assistant Sales Manager with specific responsibility for the Overseas Division.
2000-2007 Hornet Electrical:	Member of the sales team and promoted to Sales Team Manager.
Pre 2000:	Held a number of sales positions for a range of companies.

### Education and Training

MBA Yourtown University - School of Business  
Diploma in Sales and Marketing Yourtown Business School

### Personal Details

Date of Birth: 8 October 1979

Interests: Environmental Issues and Bird Watching.

## CV of Candidate 6

### Personal Details

Date of Birth: 8 October 1969

Interests: Environmental Issues and Bird Watching.

Martin Batchelor, 34 Ash Close, Yourtown, NB2 1DL.

mbatchelor@email.co.uk

### Brief Biography

Reached the rank of Sergeant after ten years service in the Army. Confident, dependable and versatile in dealings with people. Organised, meticulous and methodical; particularly adept in problem identification in terms of personnel issues.

### Competences

- Communication Skills
- Long and short range planning
- Budget analysis management
- Leadership and supervision
- Organisational Skills
- Team working

### Experience

- Supervised 50 personnel with 3 direct reports
- A proven history of success in the administration of army units
- An ability to develop loyal and cohesive staffs dedicated to the task at hand.

### Interests

- Abseiling and rock climbing
- Detective Fiction
- Military History

### Education

St John Fisher Academy, Glasgow 1980-1985

### Personal

Marital Status: Divorced

Children: Two – Girl (17)  
Boy (11)

## CV of Candidate 7

### CV - Vino Castellano

**Address** 18 Park Lane, Yourtown, NB2 3AJ

**Date of Birth** 13.11.86

**Marital status** Married (Four children)

#### **Education**

St John The Evangelist Secondary School, Manchester 1997-2002

Grimley College Cheshire 2002-2004

#### **Qualifications**

6 GCSE's 2002

NVQ Level 2 Customer Service 2004

#### **Employment History**

DG Turbines - Finance Department 2004-2008

Collins Agriculture Supplies - Sales Department 2008-2012

Clips Stationary - Customer Sales 2012-2020

Clips Call Centre - Customer Service 2020-2023

Redundant and seeking work Present

#### **Skills**

Working as part of a team

Computer Literate

Sense of humour and calm under pressure

Telephone communication skills

#### **Hobbies and Interests**

Member of the local darts team

Manage Youth Football Team

## CV of Candidate 8

### Shazad Ali

Flat 6  
123 Oak Street  
Yourtown  
NB1 4YY

#### Personal Profile

A trained and positive retail sales assistant with experience in several departments including cosmetics and electrical. Enjoy and motivated by customer facing situations.

#### Key Achievements

- Meeting and exceeding targets by 10-20%
- Winning 'Retail Person' of the month
- Achieved NVQ level 2 in Customer Services

#### Career History

Blooming Lovely Florist Ltd

2016-present

- Advised customers on a range of cosmetic products
- Conducted demonstrations
- Worked as part of a sales team

Autoelectric Ltd

2014-2015

- Advised customers on a range of electrical products
- Specialised in computers
- Worked as part of the sales team

#### Education

Chipping High School

2009-2014

- Eight GCSE passes

#### Personal Details

Date of Birth: 23 November 1998

Interests: Cycling and local league squash player

## CV of Candidate 9

**Rachel Flanagan**  
**5 Mill Lane**  
**Yourtown**  
**NB2 7LV**

### Summary

A hardworking and highly motivated school leaver who is well able to work as part of a team and enjoys meeting a variety of people. Part-time working in a major supermarket has taught me the value of punctuality, following instructions accurately, and also developed a confidence in the ability to handle day-to-day problems appropriately.

With a particular interest in customer service, particularly through sales, I would appreciate the opportunity to gain the experience offered by the position.

### Education

2019-2024 Yourtown High School

### GCSE's

- General Science B
- German B
- Maths C
- History C
- English Language D

### Employment

Tesco 2023-2024

- Working on the Pizza Counter
- Serving customers
- Maintaining and monitoring product levels

### Personal Details

Date of birth: 1 March 2008

Interests: Acting and stage management. I belong to a local amateur dramatics society and am secretary of the local Drama Youth Group.

References: Available on request

## CV of Candidate 10

**Jane Filsby**

### Summary Profile

Worked for ten years in a customer-facing environment, which includes five years within a call centre environment.

I particularly enjoy working as part of a team and believe you always have new things to learn.

### Achievements

- Call Centre Employee of the Year 2018
- Member of the Employees Voluntary Community Action Group
- Successfully managing a young family in partnership with my husband

### Qualifications

- NVQ Level 2 in Customer Service
- GCSE grade C in English
- GCSE passes in Maths, History, RE and French
- St Johns Ambulance First Aid Certificate

### Education

Yourtown High School      2007-2012

### Interests and Hobbies

- Yourtown Ladies Hockey Team Captain
- Member of Yourtown Amateur Dramatics Society
- Member of Parent Literacy Support Group for my children's Primary School

### Contact Address

12 Cotting Place  
Yourtown  
NB1 2JJ