



## What Is This Module About?

Undergoing or undertaking an interview both as an interviewer and an interviewee is a common occurrence in a person's life. An interview can be for acceptance in a job or for admission to a school. One also undergoes an interview when applying for a visa to go to other countries. One can also be asked to interview people as part of his/her work or in conducting community surveys. Even television shows have interview portions. But very few people know how to conduct a successful interview. This module will help you do just that.

This module is divided into four lessons:

Lesson 1 – *What Is an Interview?*

Lesson 2 – *The Interviewer—The Art of Asking Questions*

Lesson 3 – *The Interviewee—The Art of Answering Questions*

Lesson 4 – *Good Interview Skills*



## What Will You Learn From This Module?

After studying this module, you should be able to:

- ◆ identify when and why interviews are conducted;
- ◆ explain how to conduct an interview;
- ◆ explain how to participate in an interview; and
- ◆ practice good interview skills.



## Let's See What You Already Know

It would be best for you to answer the following before proceeding to Lesson 1. This will help you determine how much you already know about conducting or participating in an interview.

Check all the statements below that apply to you.

- I know what an interview is.
- I have been interviewed before.
- I know how to interview people.
- I have never been to an interview.
- I want to know how to prepare for an interview.
- I want to develop new interview skills.

If you checked the first three statements, good. You can still use this module to review the interview process and learn new interview techniques.

If you checked the last three statements, this module is for you. It will teach you all about interviewing as you go through it.

You can now turn to the next page to begin Lesson 1.

## What Is an Interview?

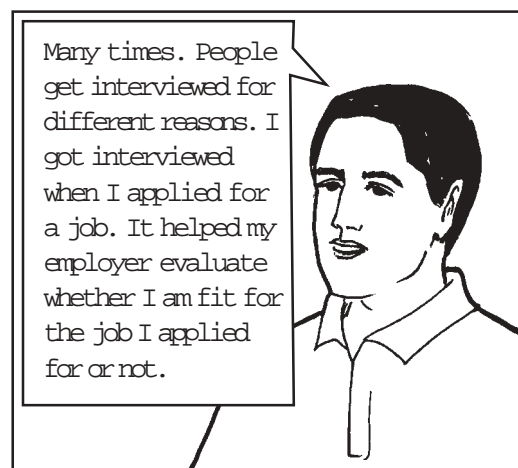
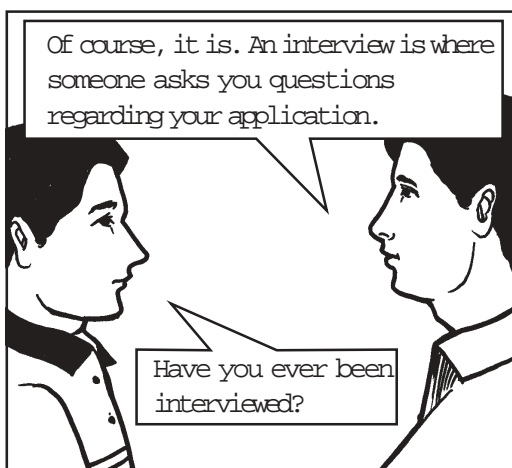
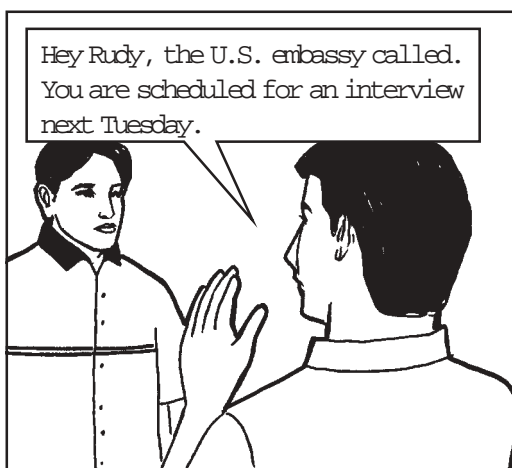
Before you can conduct a successful interview, you need to understand its various forms first. Different forms of interviews require different kinds of preparation.

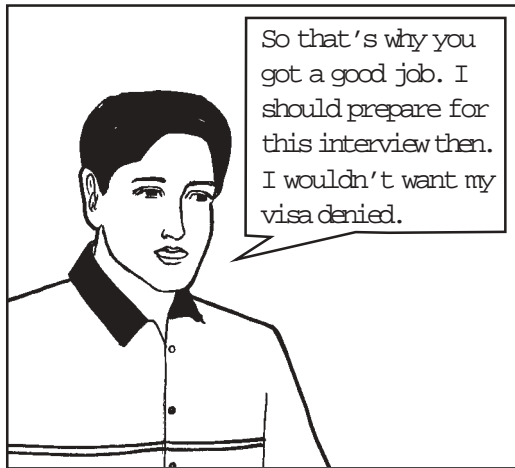
After studying Lesson 1, you should be able to:

- ◆ describe what an interview is;
- ◆ identify the purposes of interviews; and
- ◆ set up your own interview.



### Let's Read



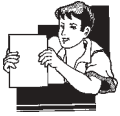


### Let's Try This

Match the letter that corresponds to the answer that best completes each sentence below.

- |  |  |
|--|--|
| <p>_____ 1. An interview is</p> <p>_____ 2. Rudy needs to be interviewed</p> <p>_____ 3. Interviews involve a series</p> <p>_____ 4. Lito was interviewed when</p> | <p>a. he applied for a job.</p> <p>b. a formal meeting and discussion with someone to get more information</p> <p>c. of questions and answers from the interviewer and interviewee, respectively</p> <p>d. regarding his visa application.</p> |
|--|--|

Compare your answers with those in the *Answer Key* on page 34. Did you get all the answers right? If you did, good. If you did not, you should read through the comic strip again and take note of the correct answers this time.



## Let's Learn

### Different Kinds of Interviews

People become involved in interviews every day. An **interview** is a formal meeting or a discussion with someone to get more information.

Interviews are conducted for different purposes. The most common type of interview is the **selection interview**. This type of interview is used for screening, hiring and placing applicants, employees and members of an organization. A person can also be interviewed for a job, a bank loan or even an overseas travel visa application. In job interviews, you are screened based on your skills and the company's requirements. Bank loan interviews are conducted to determine if you should be granted a loan based on its purpose and your ability to repay it. Interviews for visas are conducted to determine if a foreign government will grant you permission to visit their country and issue the needed documents. Other examples of this type of interview include:

- ◆ college entrance interview;
- ◆ promotion interview;
- ◆ job interview for positions such as bank teller, nurse, secretary, carpenter and plumber; and
- ◆ interview for overseas Filipino workers (OFWs).





## Let's Try This

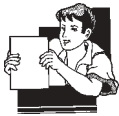
Answer the following question briefly.

Have you ever been involved in a **selection interview**? What kind of selection interview was it?

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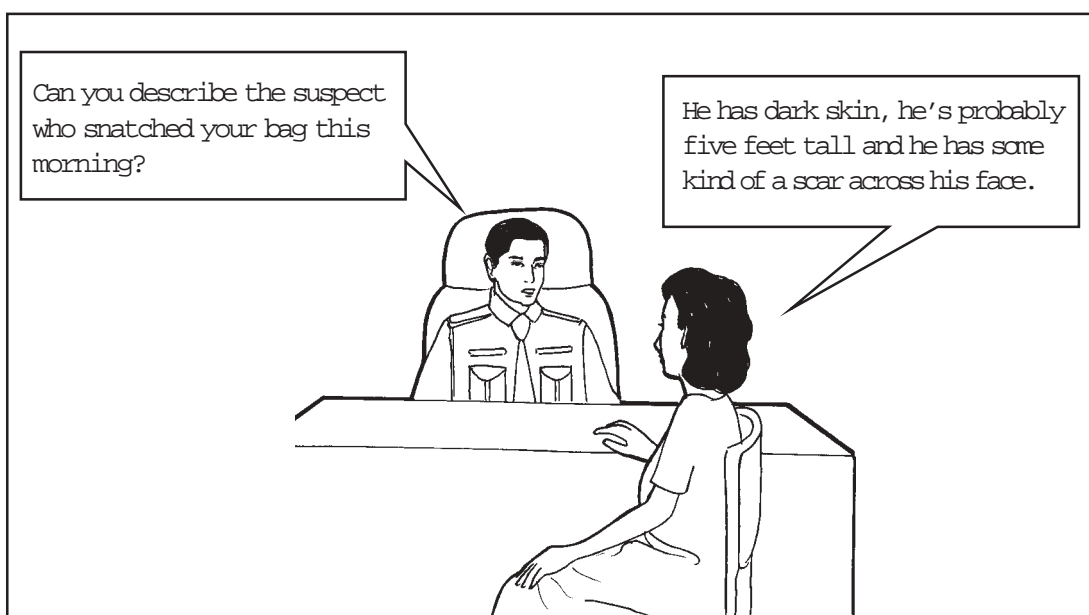
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## Let's Learn

Another type of interview is the **information-gathering interview**. This is designed to obtain facts, opinions, feelings, attitudes and reasons for certain actions. It is commonly used by journalists who ask government officials to talk about specific issues. They comprise what we often see in the news on television. Other examples of this type of interview are:

- ◆ surveys;
- ◆ polls (during elections);
- ◆ exit interviews (when people are about to leave their current jobs);
- ◆ research interviews (by students); and
- ◆ police interviews.





## Let's Try This

Answer the questions below briefly.

1. Have you ever been stopped on the street and asked questions for a survey? If you have, what was that survey about?

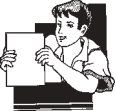
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2. Have interviewers ever visited your home for a census? If they have, what kind of information were they looking for?

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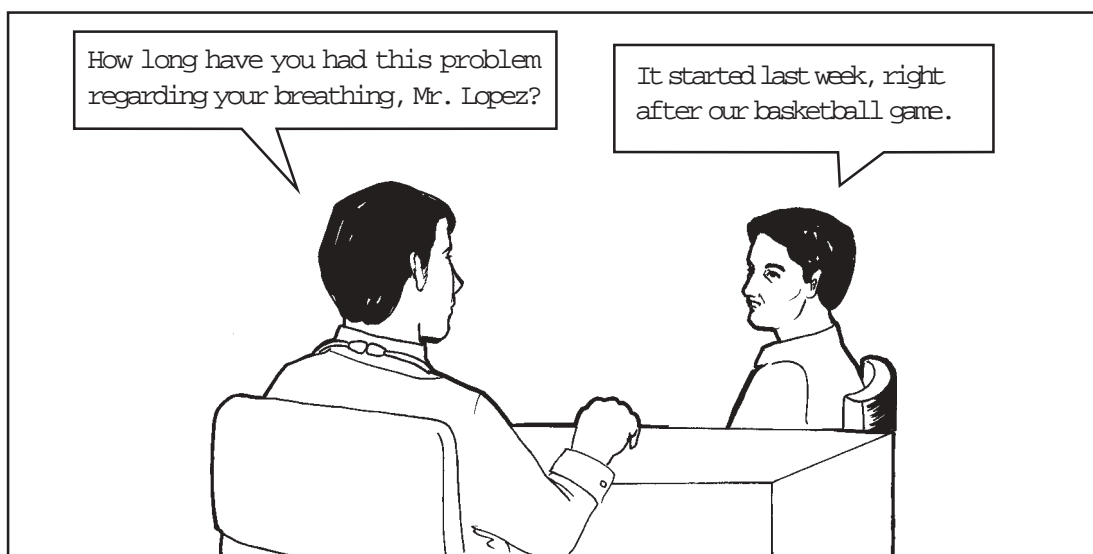
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## Let's Learn

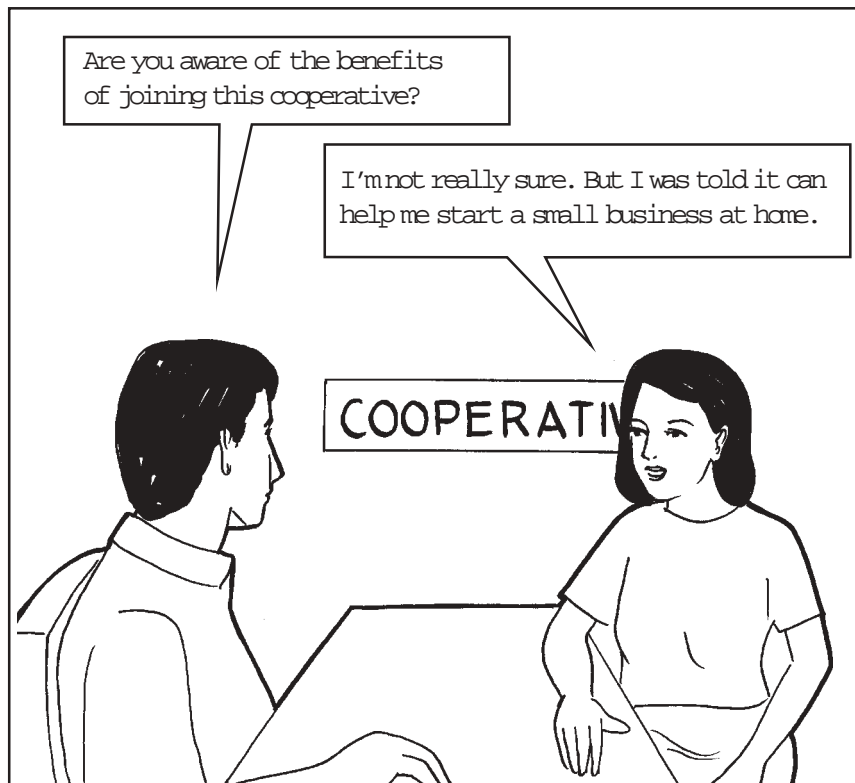
A **problem-solving interview** is conducted when a problem concerning two or more people needs to be settled. This can also be used to gather suggestions for a solution. An example of this could be a barangay captain meeting with the members of his/her community to solve their garbage problems. This type of interview can be used for problems like:

- ◆ a decrease in the number of clients or sales of a company;
- ◆ a computer breakdown in an office; and
- ◆ a hospital patient's puzzling symptoms.



A **persuasive interview**, on the other hand, is used when you want to change how a person thinks, feels and/or acts. If you are in the market, for example, the *tinderas* will ask you “What are you looking for?” and other questions to convince you to buy products. Other examples of this kind of interview include:

- ◆ interviews for fund raising;
- ◆ surveys for an election candidate; and
- ◆ recruitment of an organization.



Interviews are important because they create opportunities for people to ask and/or answer questions on subjects that concern them. We should not be afraid of interviews because they help us discover new things about other people, particular situations, opportunities, and/or problems.





## Let's Try This

Write down some of the interviews you or any member of your family participated in and classify them according to the types mentioned earlier.

Interview	Type
<i>Example:</i> Kuya — job interview	Selection interview
_____	_____
_____	_____
_____	_____
_____	_____

Well, how did it go? You might wish to compare your answers with the sample answers in the *Answer Key* on page 34.



## Let's See What You Have Learned

Answer the following questions briefly. Then do as you are told.

If you were to interview someone in your community, who would it be and why? What type of interview will you conduct?

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Contact that person and ask if you could interview him/her on a particular subject. Schedule the interview a few days after completing this module.

Fill in the blanks below.

I will interview Mr./Mrs./Ms. \_\_\_\_\_.

He/She is the \_\_\_\_\_ in our community.

The interview will be about \_\_\_\_\_.

The interview is set on \_\_\_\_\_ at \_\_\_\_\_.

Refer to the *Answer Key* on page 34 for some possible answers.



## Let's Remember

- ◆ An **interview** is a formal meeting and discussion with someone to get more information.
- ◆ A **selection interview** is used for screening, hiring and placing applicants, employees and members of an organization. It is conducted for a job, bank, loan or overseas travel visa application.
- ◆ An **information-gathering interview** is a type of interview designed to obtain facts or opinions, feelings, attitudes and reasons for certain actions. It is similar to those commonly used by journalists.
- ◆ A **problem-solving interview** is similar to those used when discussing concerns of the members of a community. It is conducted when a problem concerning two or more people needs to be settled.
- ◆ A **persuasive interview** is similar to those which commonly occur in the marketplace. It is used when one wants to change how a person thinks, feels, and/or acts.

## The Interviewer—The Art of Asking Questions

In Lesson 1, you found out what an interview is all about. You likewise learned about the different types of interviews.

In this lesson, we will focus on the actual process of interviewing. We will focus first on the part of the interviewer.

After studying this lesson, you should be able to:

- ◆ describe what an interviewer is;
- ◆ identify the three major parts of an interview; and
- ◆ prepare your own interview guide.

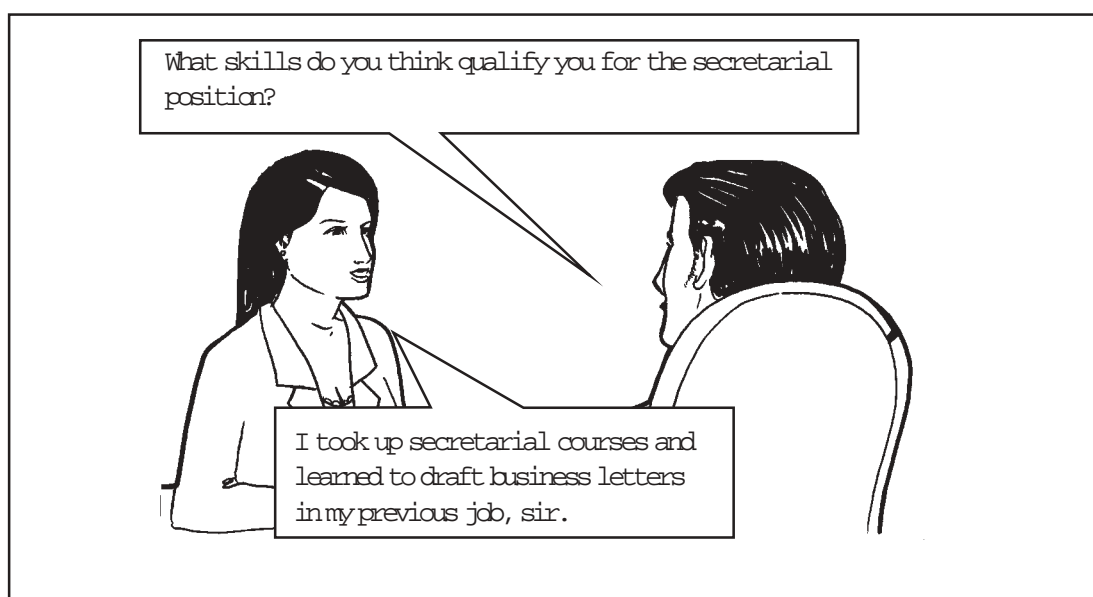


### Let's Read

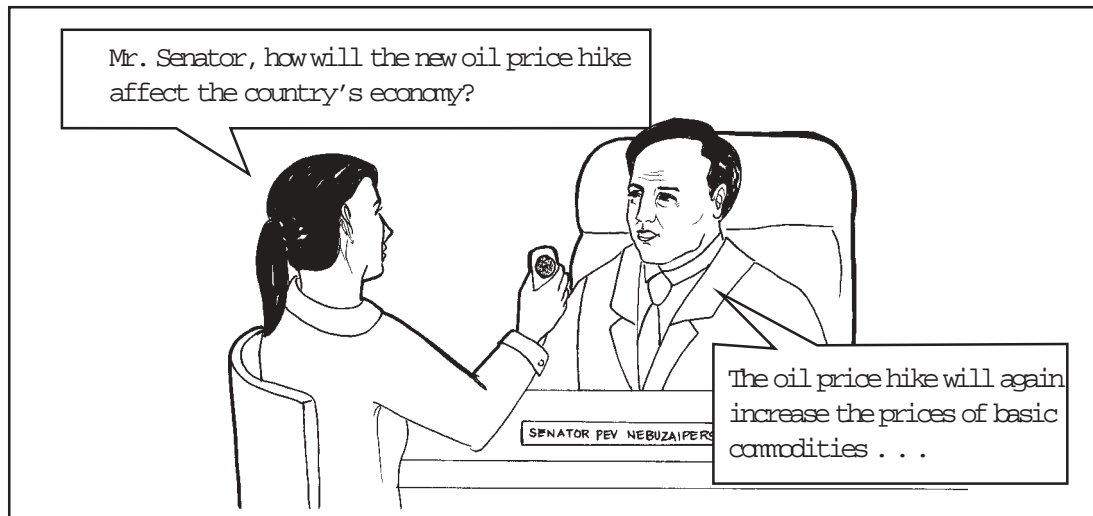
There are at least two people involved in an interview — the interviewer and the interviewee.

Read the following sets of dialogs and try to find similarities between the interviewees and interviewers.

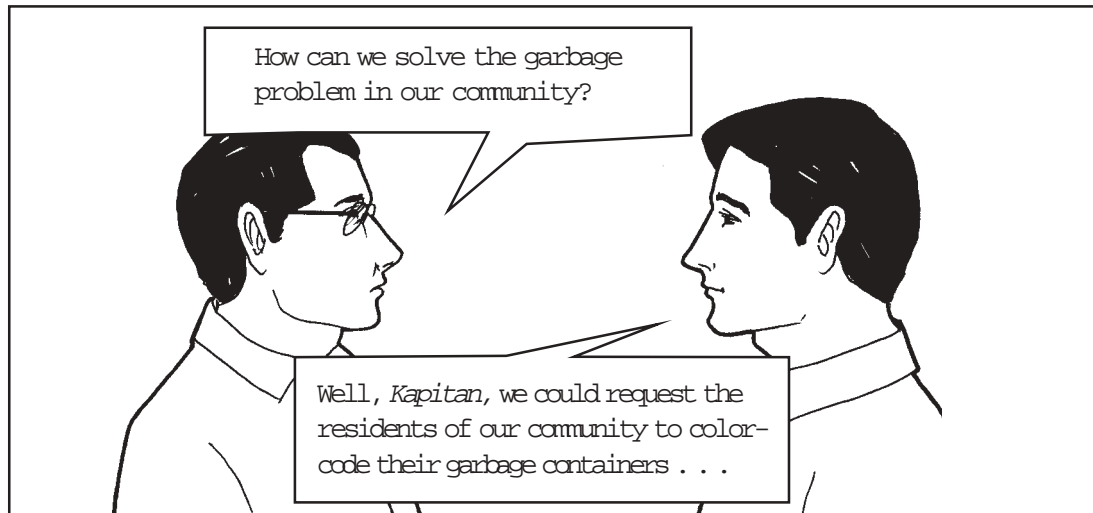
#### Selection interview



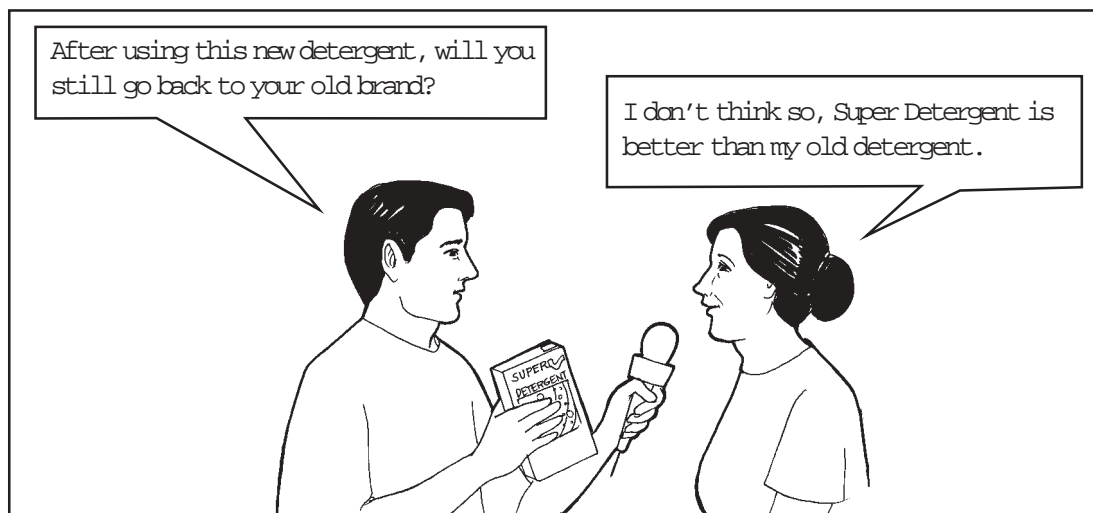
### Information-gathering interview



### Problem-solving interview



### Persuasive interview





## Let's Try This

Answer the following questions based on the dialogs you have just read.

1. What does the interviewer generally do?

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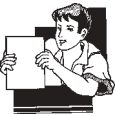
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2. What does the interviewee generally do?

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Let's find out if your answers are correct. Refer to the following discussion.



## Let's Learn

The **interviewer** is the one who asks questions in an interview. He/She conducts the interview. Interviewers prepare questions they will ask depending on their purpose. They also schedule when the interview will take place and what topics will be discussed.

The **interviewee**, on the other hand, is the one who answers questions in an interview. He/She is called a participant in the interview.



## Let's Review

You were asked in Lesson 1 to contact a person in your community for an interview. In that particular situation:

1. Who was the interviewer?

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2. Who was the interviewee?

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Check your answers using the *Answer Key* found on page 35. Were you able to identify the interviewer and interviewee correctly? You can now continue with the lesson. If you were not, look at the dialogs again and take note of the correct answers.



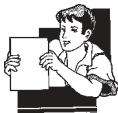
## Let's Try This

Pretend that you are a news reporter for a particular TV program. Your boss asked you to interview the Manila chief of police to discuss the increase in carnapping cases in the city.

Below are interview statements or questions for the Chief of Police. Determine the proper order of questions. Number them accordingly.

- \_\_\_\_\_ 1. Well, thank you sir for your time. Our viewers will be pleased to know that the Manila police force is doing its best.
- \_\_\_\_\_ 2. What can motorists do to avoid carnapping?
- \_\_\_\_\_ 3. Chief Gonzales, has there been a substantial rise in carnapping cases in Manila?
- \_\_\_\_\_ 4. Out of the many carnapped vehicles, how many have been returned to their owners?
- \_\_\_\_\_ 5. Good morning, Chief Gonzales. I am a news reporter for TV News. I would like to interview you regarding the alleged increase in carnapping cases in Manila.
- \_\_\_\_\_ 6. What punishment awaits carnappers?

Compare your answers with those in the *Answer Key* on page 35. Did you get all the answers right? If you did, good. If you didn't, do not worry. The next part of this lesson will help you better understand the three major parts of an interview.



## Let's Learn

An interview has three major parts: (1) the opening, (2) the body and (3) the closing.

In the **opening**, the interviewer greets the interviewee, introduces himself/herself and states the purpose of the interview. A firm handshake and eye contact can help establish the formal nature of the interview. An example of an opening statement is given below.



In the **body**, the interviewer asks the questions he/she prepared. There are different types of questions an interviewer can use. These include:

1. Open-ended questions—allow the interviewee to answer freely.

*Example:* Tell me about yourself.

2. Closed questions —require only simple answers. The interviewee does not need to give lengthy explanations.

*Example:* Are you familiar with our company? (The interviewee can answer this question with only a yes or a no.)

3. Key questions—introduce topics to be discussed.

*Example:* What previous work experience do you have that can be of use to the vacant position? (This question shows that the interviewer would now like to talk about the qualifications of the interviewee.)

4. Follow-up questions—require further explanations from the interviewee.

*Example:* What edge do you think you have over the other applicants? (This question is directly related to the key question example above.)

5. Clearinghouse questions—are used when the interviewer has already obtained all the information he/she needs.

*Example:* Is there anything else you'd like to say about yourself?

6. Mirror questions—used when an interviewee's answers need to be clarified.

*Example:* Are you saying that you work best under pressure?

Clearinghouse and mirror questions do not usually appear in an interview. They are only formulated when an interviewee gives unsatisfactory or insufficient answers.



## Let's Review

Give examples of each type of question for a particular interview.

Interview situation: \_\_\_\_\_

Open-ended question: \_\_\_\_\_

Closed question: \_\_\_\_\_

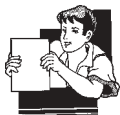
Key question: \_\_\_\_\_

Follow-up question: \_\_\_\_\_

Clearinghouse question: \_\_\_\_\_

Mirror question: \_\_\_\_\_

Show your work to your Instructional Manager or Facilitator for feedback.



## Let's Learn

In an interview, it is best to identify the major areas to be tackled. An **interview guide** is an outline of questions you will ask in the interview. These questions must be on one subject alone depending on the type of interview you will conduct. Follow-up questions may also be included in an interview guide. Most interviews have at least three key questions and two follow-up questions for each key question. Below is a sample interview guide.

### **Interview Guide for a Clerical Position**

*Key question 1:* Tell me about yourself.

*Follow-up question 1-a:* What qualities do you have that would benefit your future employer?

*Follow-up question 1-b:* Describe your responsibilities in your previous job.

*Key question 2:* Are you familiar with our company?

*Follow-up question 2-a:* Where did you get that information?

*Follow-up question 2-b:* Why do you want to work in our company?

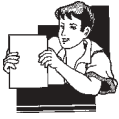
*Key question 3:* What previous work experience do you have that can be useful for the clerical position?

*Follow-up question 3-a:* What edge do you think you have over the other applicants?



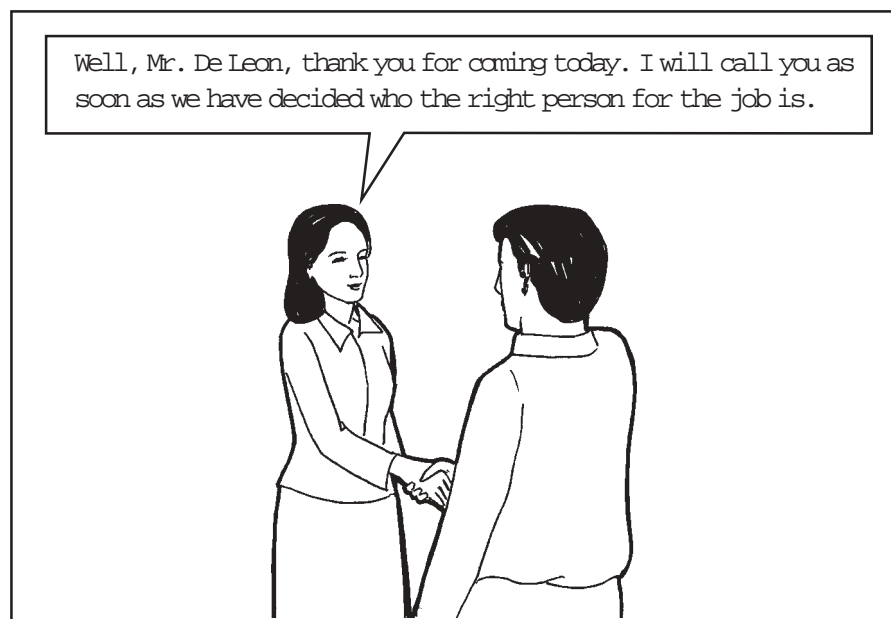
*Follow-up question 3-b:* What do you know about using computers and other office equipment?

*Follow-up question 3-c:* Will you be able to work full-time?



## Let's Learn

The **closing** signals the end of the interview. This is where the interviewer thanks the interviewee and/or tells him/her what will happen next. The interviewer then shakes hands with the interviewee as a sign of his/her appreciation.



Good interviewers are those who have good interview skills. To find out what these are, proceed to the next part of the lesson.



## Let's View This

Watch the video supplement of this module, entitled *The Interview*. The video is divided into two parts—*The Art of Asking Questions*, which focuses on the interviewer, and *The Art of Answering Questions*, which focuses on the interviewee.

If you do not have access to a video player, a copy of the video script can be found in the *Appendix* on pages 37 to 42. Read Part 1 of the video script and analyze its contents.

After watching the first part of the video, you will be asked to go back to this module and analyze what you have just seen or read by doing the activity on the next page.

Now play the tape.



## Let's Review

Answer the following questions based on the video that you have just seen or video script you just read.

1. What was the interview about?

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2. How did Fe and Lara open or start their interview?

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3. What questions did Fe and Lara ask? What types of questions do these fit into?

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4. How did they close or end their interview?

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Compare your answers with those in the *Answer Key* on page 35. Did you get all the answers correct? If yes, very good! If not, you may view the tape again.



## Let's See What You Have Learned

Now that you know the three major parts of an interview, you are then ready to conduct the interview with a person from your community. Fill up the following interview guide keeping in mind all that you have just learned.

1. Opening statement:

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2. Body — Interview guide:

- a. Key question 1: \_\_\_\_\_

- 1) Follow-up question 1: \_\_\_\_\_

- 2) Follow-up question 2: \_\_\_\_\_

- b. Key question 2: \_\_\_\_\_

- 1) Follow-up question 1: \_\_\_\_\_

- 2) Follow-up question 2: \_\_\_\_\_

- c. Key question 3: \_\_\_\_\_

- 1) Follow-up question 1: \_\_\_\_\_

- 2) Follow-up question 2: \_\_\_\_\_

3. Closing statement:

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Show your work to your Instructional Manager or Facilitator for feedback.



## Let's Remember

- ◆ The **interviewer** is the one who asks the questions in an interview.
- ◆ The **interviewee**, on the other hand, is the one who answers the questions in an interview.
- ◆ An interview has three major parts, namely, the **opening**, the **body**, the **closing**.
- ◆ In the **opening**, the interviewer greets the interviewee, introduces himself/herself and states the purpose of the interview.
- ◆ In the **body**, the interviewer asks the questions.
- ◆ The different types of interview questions are:
  - Open-ended questions—allow the interviewee to answer freely.
  - Closed questions—require simple answers. The interviewee does not have to give further explanations.
  - Key questions—introduce the topics to be discussed.
  - Clearinghouse questions—used when the interviewer has already obtained all the information he/she needs.
  - Mirror questions—used when the interviewee's answer needs to be clarified.
- ◆ An interview guide is an outline of questions you plan to ask in the interview.
- ◆ The **closing** signals the end of the interview.

## The Interviewee—The Art of Answering Questions

In Lesson 2, we focused on asking questions. In this lesson, we will focus on answering questions or on how to be a good interviewee.

After studying Lesson 3, you should be able to:

- ◆ answer questions skillfully; and
- ◆ identify the steps an interviewee should take to prepare for an interview.



### Let's Read

Do you remember Lito and Rudy from Lesson 1? Let us continue their story here. Lito decided to help his brother prepare for his interview. He asked Rudy questions the visa officer might ask.

Rudy applied for a U.S. visa to visit their relatives and have a vacation. He was granted a two- to three-week leave from work. He is leaving by himself since his wife has to work and his children have to go to school.

Can you help Rudy answer the following questions?



### Let's Try This

The following are some questions that may be asked of Rudy in the interview. If you were Rudy, how would you answer these questions? You can ask family members or anyone from your community who has participated in such an interview to orient you.

1. What type of visa are you applying for?

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2. What supporting documents do you have to show that you will be able to finance your traveling expenses?

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3. How can you assure us that you will return to the Philippines after your visa has expired?

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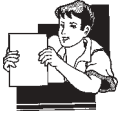
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Below are some possible answers:

1. I am applying for a tourist visa.
  - Tourist visas are for people who wish to visit their relatives in another country. But there are other types of visas, such as temporary workers' visas and students' visas.
2. I brought my bankbook, my income tax return from last year and the land title of our property in Quezon City with me.
  - Visa officers inspect the original copies of these documents. They need to see that you have the monetary capacity to travel.
3. I just took a leave of absence from work where I am still under contract for two more years. I was permitted by the company to go on a two-week vacation. My wife and children are also here.
  - Visa applicants must be able to assure the visa officer that they will return to the Philippines.

The answers given are just a few possible answers. Don't worry, you will have a chance to answer these questions on your own as an assignment at the end of this lesson.

Were your answers similar to those given above? If they are, good. If they are not, you should ask more people who have gone through this kind of interview to help you out.



## Let's Learn

In interviews, even the interviewee — the one who answers the questions—must also be prepared. There are strategies for handling and answering difficult questions. These include:

1. Give answers that are brief and straight to the point.

*Interviewer:* What type of visa are you applying for?

*Incorrect response of an interviewee:* I will only visit my relatives.

*Correct response of an interviewee:* I am applying for a tourist visa.

2. Be pleasant, polite and tactful.

*Interviewer:* How long will you be visiting the United States?

*Incorrect response of an interviewee:* Well, I still don't know. It depends . . .

*Correct response of an interviewee:* Sir, I intend to stay there for two or three weeks.

3. Listen and react to the questions after hearing and understanding each fully.

*Interviewer:* I want to know if . . .

*Incorrect response of an interviewee:* Oh, I know the answer . . .

*Correct response of an interviewee:* (Does not interrupt, just waits for the interviewer to finish his/her question then quickly thinks of the answer.)

4. Ask the interviewer to repeat, rephrase or explain complicated or unclear questions.

*Interviewer:* In which state will you be staying?

*Incorrect response of an interviewee:* What state?

*Correct response of an interviewee:* Sir, are you asking me where I will be staying during my visit to the United States?

5. Choose not to answer an inappropriate question.

*Interviewer:* How do you feel about Americans?

*Incorrect response of an interviewee:* That's none of your business!

*Correct response of an interviewee:* Sir, I don't think I need to answer that question since it has nothing to do with my visa application.

6. Be honest if you do not know the answer.

If this happens, as a good interviewee you may respond by saying: I'm sorry, sir, I do not have an answer for that right now. But I can get that information for you as soon as possible.

Since Rudy has finished preparing himself to answer questions, he must now prepare himself for the actual interview. What should Rudy do a day before the interview?

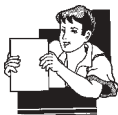


## Let's Try This

If you were Rudy, how would you prepare for the actual interview? How can you be a successful interviewee? Check the items that you will do.

- Read the visa application you filled out. Its contents must be complete, accurate and truthful.
- Anticipate the questions that you may be asked.
- Prepare your answers for the anticipated questions.
- Pick out the clothes you will wear a day before the interview.
- Bring only the documents that support your application.
- Determine how long it will take you to get to the venue on time.
- If you don't know how to get to the venue of the interview, ask for directions.

If you checked all the items above, good. If you did not, read on and find out why you should.



## Let's Learn

### *Preparing for an Interview*

- ◆ As an interviewee, first find out the exact venue of the interview and how to get there. This way, you won't get lost and can arrive on time.
- ◆ Leave your house early and calculate how much time you will need to get to the interview on time.
- ◆ Prepare what you will wear at least a day before to make sure that you have a suitable attire for the interview. Remember, how you look will be the first thing the interviewer will see. You should therefore be presentable.
- ◆ Once you agree to participate in an interview, you should know why you are being interviewed. This will help you prepare yourself as well as the documents you might need in the interview. Doing this can save you the trouble of going back just to show the interviewer the required document.



- ◆ Read and fill up the application from carefully. Know what you wrote by heart. Always be honest when applying for something.
- ◆ Since you know what the interview is about, think of possible questions the interviewer might ask you and prepare answers for these.
- ◆ Good interviewees also do research. Read or ask other people about the topic or the type of interview you will participate in.



## Let's Try This

If you were Rudy how would you answer the following questions? Ask your Instructional Manager to listen to you as you answer these questions for feedback.

1. What type of visa are you applying for?

---



---

2. What documents did you bring to show your capacity to finance your traveling expenses?

---



---

3. How can you assure us that you will return to the Philippines after your visa expires?

---



---



## Let's View This

Now watch the second part of the video supplement entitled *The Art of Answering Questions*. This will focus on how to give effective answers in interviews. Here, you will see two interviewees and how each handled his respective interview. After watching the video or reading the video script on pages 43 to 48, do the activity on the next page.

Now play the tape.



## Let's Review

1. Why do you think Peter's application was approved?

---

---

2. Why do you think Juancho's application was disapproved?

---

---

3. How could Juancho have improved his performance in applying for a visa?

---

---

Check your answers using the *Answer Key* found on page 36. Did you get all the answers right? If you did, very good! If not, you may view the tape again.



## Let's Remember

Do not forget the important points of this lesson:

- ◆ Just like the interviewer, the interviewee must also prepare for the interview.
- ◆ The following are strategies in handling and answering difficult questions.
  1. Give answers that are concise and straight to the point.
  2. Be pleasant, polite and tactful.
  3. Listen and react to a question only after hearing and understanding it fully.
  4. Ask the interviewer to repeat, rephrase or explain complicated or unclear questions.
  5. Choose not to answer an inappropriate question.
  6. Be honest if you do not know the answer.

- ◆ Know the exact venue of the interview and how to get there.
- ◆ Prepare what you will wear at least a day before the interview.
- ◆ Don't be late for the interview.
- ◆ Know the reason why you are being interviewed.
- ◆ Read and fill up application forms carefully.
- ◆ Think of possible questions you may be asked and the answers to these.
- ◆ Do research, if necessary.

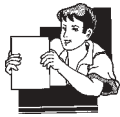
## **Good Interview Skills**

In Lesson 2, you learned how to be a good interviewer. In Lesson 3, you learned how to be a successful interviewee. This lesson will now tell you about the skills both interviewers and interviewees need for an interview to become successful.

After studying Lesson 4, you should be able to:

- ◆ identify good interview skills; and
- ◆ practice good interview skills in conducting/participating in an interview.

You are almost ready for any interview. You now know the roles to be played by the interviewer and the interviewee. But there is more to just asking and answering questions in interviews. You must also know what to wear, what to bring, how to act and what to say. Most importantly, you must know what attitude you should have when conducting/participating in interviews.



### **Let's Learn**

Both the interviewer and the interviewee should have good interview skills for a successful interview.

The participants must always be on time for the interview. It also helps for the interviewee if he/she is a few minutes early so that he/she would not feel pressured about the time. Being on time for an interview is a good sign because this means one values the time of the person he/she is meeting.

Both must always bring the necessary documents they might need during the course of the interview. People on their way to a job interview should bring their resumé/bio-data, transcript of records, etc.

Both must always look presentable. They should wear the attire appropriate for the type of interview. Most interviews are formal in nature. One should always wear decent, clean and well-pressed clothes.

Both should always be polite and pleasant. They should smile at each other once in a while too. Handshakes are welcome especially if you are meeting for the first time.

In Lesson 3, how an interviewee should handle difficult questions was discussed. Be guided by those techniques if you are the interviewee. As such, you must master the art of listening to and answering questions. As an interviewer, on the other hand, you must learn the art of asking questions.

Both must always tell the truth. This way, each participant will know that the other is sincere, honest and trustworthy. They should always maintain eye contact with each other.

Following these guidelines will guarantee a successful interview.



## Let's See What You Have Learned

Now that you know all about good interview skills, you are ready to interview or be interviewed by someone.

1. Conduct the interview you set up with the person you chose from your community in Lesson 1. Apply the skills you have learned from the entire module. Use the interview guide you prepared in Lesson 2. Have your Instructional Manager or Facilitator observe you as you do all these. Ask him/her to check whether you:
  - ◆ came on time;
  - ◆ wore decent, clean and well-pressed clothes;
  - ◆ greeted the interviewee properly, introduced yourself properly and stated the purpose of the interview clearly;
  - ◆ followed his/her interview guide;
  - ◆ were polite and pleasant to the interviewee; and
  - ◆ shook hands with the interviewee before and after the interview and thanked him/her properly.
  
2. Pretend that you are applying for a U.S. visa. Ask your Instructional Manager or Facilitator to be the interviewer. Give him/her a copy of the questions found in Lesson 3. Make use of the interview skills you have learned here in Lesson 4. After the interview, ask your Instructional Manager or facilitator to check whether you:
  - ◆ came on time;
  - ◆ greeted the interviewer properly;
  - ◆ answered the questions well;
  - ◆ were truthful in answering the questions;
  - ◆ did not interrupt the interviewer in the middle of a question;
  - ◆ were polite and pleasant to the interviewer; and
  - ◆ shook hands with the interviewer before and after the interview.

To know if you did well, all the items in the list should have been checked by the Instructional Manager or Facilitator.



## Let's Remember

- ◆ Both the interviewer and the interviewee should keep the following in mind for a successful interview:
  - Be on time for the interview.
  - Bring all the necessary documents for the interview.
  - Look presentable.
  - Be polite and pleasant.
  - Always tell the truth. Be sincere.
  - Keep in mind the skills you were taught in Lessons 2 and 3.

Well, this is the end of the module! Congratulations for finishing it. Did you like it? Did you learn something useful from it? A summary of its main points is given below to help you remember them better.



## Let's Sum Up

This module tells us that:

- ◆ An **interview** is a formal meeting and discussion with someone to get more information.
- ◆ The different types of interviews are: selection interview, information-gathering interview, problem-solving interview and persuasive interview.
- ◆ The **interviewer** is the person who asks questions in an interview.
- ◆ The **interviewee**, on the other hand, is the person who answers the questions in an interview.
- ◆ The interview has three major parts: (1) the opening, (2) the body and (3) the closing.
- ◆ In the **opening**, the interviewer greets the interviewee, introduces himself/herself and states the purpose of the interview.
- ◆ In the **body**, the interviewer asks the questions.

- ◆ The following are the different types of interview questions:
  - open-ended questions
  - closed questions
  - key questions
  - clearinghouse questions
  - mirror questions
- ◆ An **interview guide** is an outline of the questions you want to ask in an interview.
- ◆ The **closing** signals the end of the interview.
- ◆ The following are some strategies an interviewee can use in answering difficult questions.
  - Give answers that are concise and straight to the point.
  - Be pleasant, polite and tactful.
  - Listen and react to a question only after hearing and understanding it fully.
  - Ask the interviewer to repeat, rephrase or explain complicated or unclear questions.
- ◆ The following are some guidelines for both the interviewer and the interviewee.
  - Always be on time for an interview.
  - Bring all the necessary documents you might need for the interview.
  - Look presentable.
  - Always be polite and pleasant.
  - Tell the truth. Be sincere.



## What Have You Learned?

- A. Match the items in Column A with those in Column B. Write the letters of your answers only in the blanks provided before the numbers. Then explain your answers.

### A

#### Interview

- \_\_\_\_\_ 1. college entrance interview  
Why? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- \_\_\_\_\_ 2. survey  
Why? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- \_\_\_\_\_ 3. pre-admission (to a hospital) interview  
Why? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- \_\_\_\_\_ 4. product survey  
Why? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### B

#### Type of Interview

- a. information-gathering interview
- b. problem-solving interview
- c. persuasive interview
- d. selection interview



B. Encircle the letter of the correct answer.

1. The person answering questions in an interview is called the \_\_\_\_\_.
  - a. interviewer
  - b. reporter
  - c. subject
  - d. interviewee
2. The person asking questions in an interview is called the \_\_\_\_\_.
  - a. interviewer
  - b. reporter
  - c. subject
  - d. interviewee
3. Which of the following is an open-ended question?
  - a. What will you do with our garbage problem?
  - b. Can you attend all the counseling sessions?
  - c. Are you going to be the new head of the council?
  - d. Will you appeal the decision on your case?
4. Questions used to ask the interviewee to further explain his/her answers are called \_\_\_\_\_.
  - a. clearinghouse questions
  - b. follow-up questions
  - c. closed questions
  - d. none of the above

C. Which of the statements found below are true about interviews? Encircle the letters of your answers.

- a. People should not be afraid of interviews.
- b. Always tell the truth in interviews.
- c. Interviewees also need to prepare for interviews.
- d. Good interview skills only apply to interviewers, not interviewees.

Compare your answers with those in the *Answer Key* on page 36.

If you got a score of:

0 – 3     You need to study this module again.

4 – 6     Good! Just read through the parts you answered incorrectly.

7 – 8     Excellent! You are now ready for any interview.

Congratulations!



# Answer Key

## A. Lesson 1

*Let's Try This (page 4)*

1. b
2. d
3. c
4. a

*Let's Try This (page 9)*

Interview	Type
Tatay—job interview as a construction worker Myself—interview for a part-time job Ate—job interview as a store cashier	Selection
Election poll survey Census Interview for a research project	Information gathering
Meeting regarding repairs to be made on the barangay hall Meeting on the loss of clients of a company Meeting regarding the computer breakdown in an office	Problem solving
Product survey Recruitment process for a cooperative Campaign strategies for an election candidate	Persuasive

*Let's See What You Have Learned (page 9)*

If I were to interview someone from my community, I would interview our barangay captain. I will research on how our barangay deals with vandalizers. I will conduct an information gathering interview.

I will interview Mr. Rodolfo Reyes.

He is the barangay captain in our community.

The interview will be about how he deals with vandalizers.

The interview is set on Saturday at 9:30 a.m.

## B. Lesson 2

*Let's Review (page 13)*

1. I was the interviewer.
2. Our barangay captain was the interviewee.

*Let's Try This (page 14)*

1. 5
2. 3
3. 4
4. 6
5. 2
6. 1

*Let's Review (page 18)*

1. It was conducted to find out why no project in Fe and Lani's community seems to work.
2. They greeted Councilor Erice and informed him what their interview would be about.
3.
  - ◆ What projects are lined up for our barangay? — key question
  - ◆ Can you give us more information about these projects? — open-ended question
  - ◆ If North Fairview is the priority for the health center project, why is it that we have not seen anything being done? — follow-up question
  - ◆ Will you lead the health center project? — closed question
  - ◆ Would it be safe to say that soon, our health center will be rebuilt and better equipped? — mirror question
  - ◆ Is there anything you'd like us to relay to our barangay captain and the people of Barangay North Fairview? — clearinghouse question
4. They thanked councilor Erice and shook his hand before leaving.

### C. Lesson 3

*Let's Review (page 26)*

1. Peter's application was approved because he:
  - ◆ dressed appropriately for the interview. He wore a long-sleeved polo shirt, slacks and black shoes.
  - ◆ was concise and to the point when he answered the questions. He was prepared for the questions.
  - ◆ was very polite to the interviewer.
2. Juancho's application was disapproved because he:
  - ◆ was inappropriately dressed. He wore a pair of jeans and a shirt only.
  - ◆ gave vague answers and lots of unnecessary information. He was not prepared for the interview. He did not know how to properly conduct himself in such an interview.
  - ◆ was not so polite to the interviewer.
3. Just like Peter, Juancho should have asked people who already went to visa application interviews to find out the dos and don'ts. This way he will know which information are necessary and what are not. Because he was not prepared, the interviewer was turned off by his answers.

### D. What Have You Learned? (pages 32–33)

- A.
  1. **(d)** because this interview aims to screen prospective college students. It is meant to select qualified interviewees for entrance to college.
  2. **(a)** because surveys are meant to find out what people think, feel or practice.
  3. **(b)** because this interview is meant to find out any illness that the patient may have.
  4. **(c)** because this survey is meant to persuade people to buy a particular product over others.
- B.
  1. d
  2. a
  3. a
  4. b
- C. The following should be encircled: a, b and c.



## Appendix

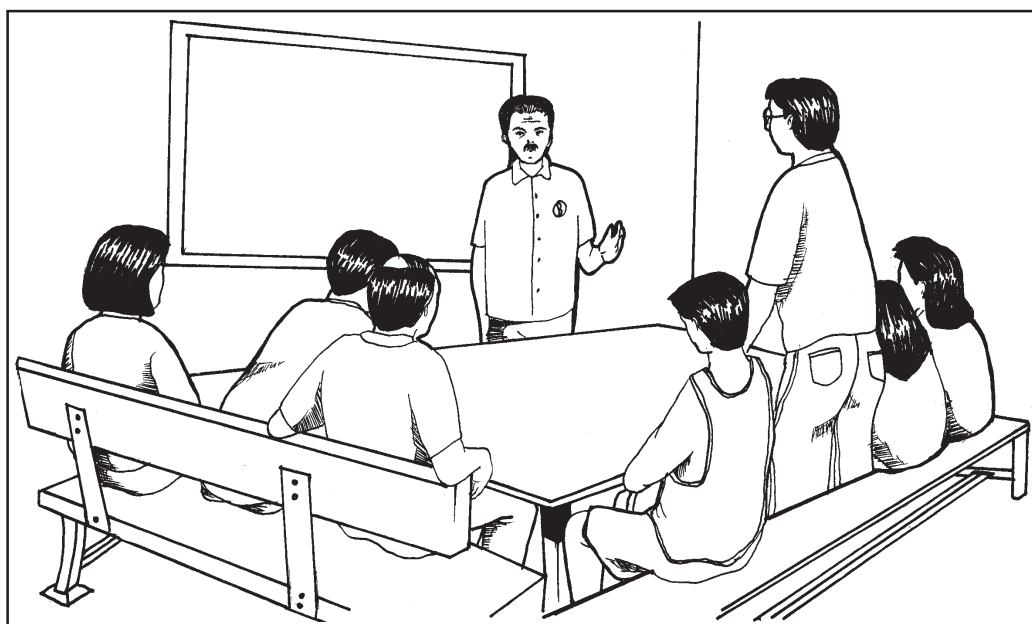
### The Interview

#### Part 1—*The Art of Asking Questions*

##### *Characters:*

Fe	Sangguniang Kabataan member tasked to interview the councilor
Lara	Sangguniang Kabataan member tasked to interview the councilor
Councilor Erice	City councilor to be interviewed
Barangay Captain	Head of Barangay North Fairview
Secretary	Secretary of Councilor Erice

The barangay captain of Barangay North Fairview called for a joint meeting of the barangay council and Sangguniang Kabataan members. During the meeting . . .



**BARANGAY CAPTAIN:** I think our barangay is being neglected. If you will notice, various projects funded by the city council are under way in our neighboring barangays. But in our barangay, no project seems to be happening. Because of this, I think we need to take action. If you will agree with me, I want us to talk to the city council and the mayor.

Before the end of the meeting, the barangay captain formed groups who will interview the mayor as well as members of the city council.

**BARANGAY CAPTAIN:** Okay, so just to recap, the barangay council members are going to talk to the mayor and ask about the possible projects for the barangay while the Sangguniang Kabataan members will be in charge of interviewing the city councilors. Take note of your teams. Fe and Lara, will you please interview Councilor Edward Erice?

After the meeting, Fe and Lara went to Fe's house to discuss what they are going to do for their interview.



**FE:** I think we should call the councilor's office first and ask for an appointment.

**LARA:** Good idea! But let's start preparing the questions that we would ask him.

**FE:** Right. That way we can maximize our time and make sure that we get all the information that we need. Why don't we start by writing the questions that we could think of.

**LARA:** Okay.

After preparing the questions, Fe and Lara set out to make an appointment for the interview. They went to the city hall to make an appointment with the councilor.



**FE:** Good morning, ma'am. I'm Fe dela Cruz and this is Lara Fabrego. We're both from Barangay North Fairview. We just want to ask for an appointment with Councilor Erice.

**SECRETARY:** May I know what this will be about so that I could inform him?

**FE:** Ma'am, we are going to interview him about the projects for our barangay. By the way, this is the letter from our barangay captain.

**SECRETARY:** All right. He is available on Wednesday, from ten o'clock in the morning until lunchtime. Do you think that will be enough for your interview?

**FE:** Yes, ma'am. We will appreciate it if you can schedule us on that day.

**SECRETARY:** Okay, we'll expect you on Wednesday.

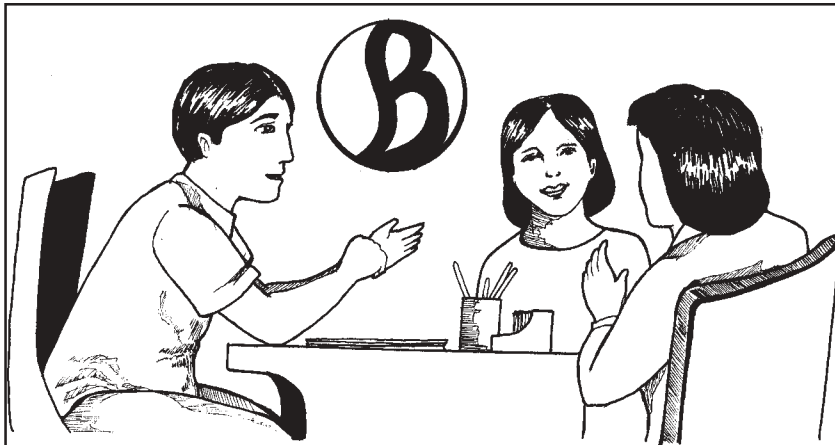
**LARA AND FE:** Thank you very much, ma'am.

After a few days, while the barangay captain is busy attending to some barangay folks, Fe and Lara came to visit the barangay captain to update him on their assignment.

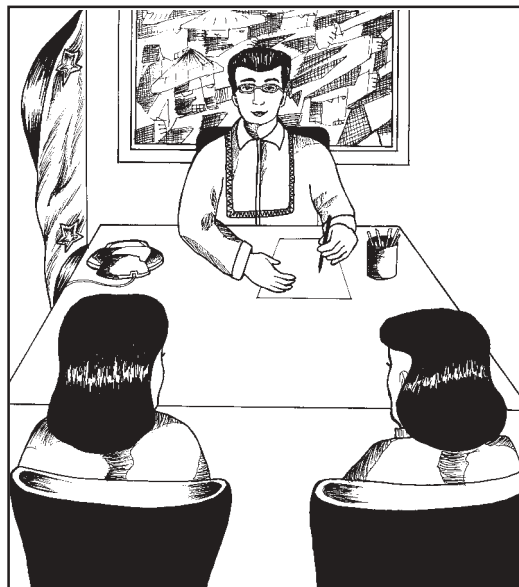
**BARANGAY CAPTAIN:** Oh Fe, how are you doing in your interview with Councilor Erice?

**FE:** Sir, we have already set up an appointment with him. Our interview is going to be at his office tomorrow, Wednesday, from 10 to 12 o'clock.

**BARANGAY CAPTAIN:** Good.



On the scheduled date, Fe and Lara went to Councilor Erice's office.



**SECRETARY:** Sir . . . (calls the attention of Councilor Erice)

**FE AND LARA:** Good morning, Sir.

**COUNCILOR ERICE:** Good morning, please come in and have a seat.

**COUNCILOR ERICE:** You're from Barangay North Fairview, right?

**LARA:** Yes, sir. We are here to ask you about projects for our barangay.



**COUNCILOR ERICE:** I read the letter signed by your barangay captain.

**FE:** Our barangay captain called a meeting of all barangay officials as well as the Sangguniang Kabataan. Sir, we believe that our barangay seems to be neglected when it comes to development projects.

**COUNCILOR ERICE:** I see. So what would you like to know?

**FE:** Sir, what projects are lined up for our barangay?

**COUNCILOR ERICE:** We have development projects for all the barangays. We have projects on putting up deep well pumps, on improving the health centers, on adding more teaching materials for the schools. Barangay North Fairview will certainly have a share of these.

**LARA:** Sir, can you give us more information about these projects?

**COUNCILOR ERICE:** Now, we are prioritizing the barangays which need the most help. For example, for the deep well pumps, Barangay Sta. Fe is the priority. If I am not mistaken, Barangay North Fairview is also one of the priorities for the deep well pump project. For the health center project, Barangay North Fairview will definitely be the first in line because we found out that your health center needs major repairs.

**LARA:** Sir, if North Fairview is the priority for the health center project, why is it that we have not seen anything being done?

**COUNCILOR ERICE:** It's because we are still waiting for funding for the health center project. But as soon as we receive the funds, we will start work on the health center.

**FE:** Will you lead the health center project?

**COUNCILOR ERICE:** Yes, I am aware of the need to act on the problem about your health center soon.

**FE:** Thank you, sir. Would it be safe to say that soon, our health center will be rebuilt and better equipped?

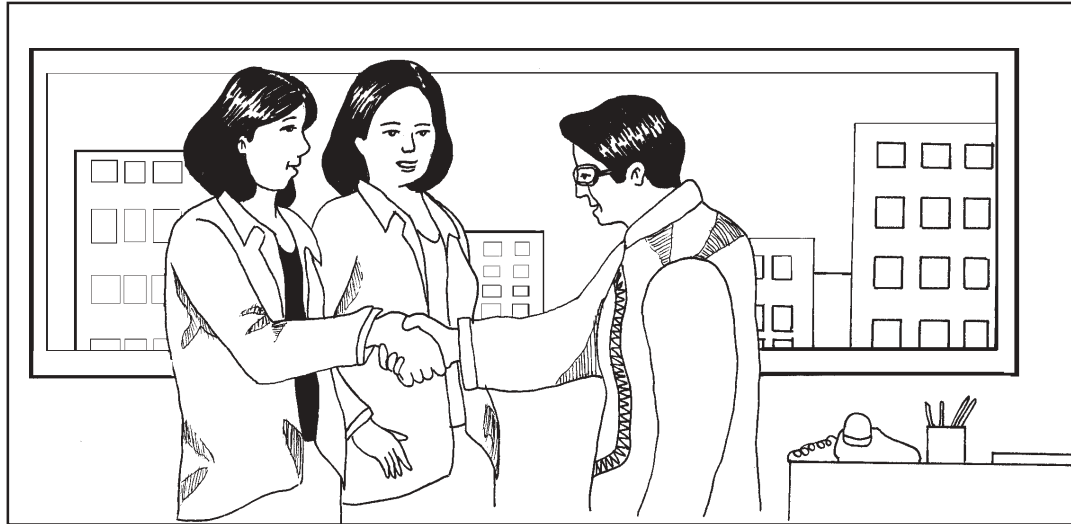
**COUNCILOR ERICE:** Yes, you can say that. But as I have said, a major factor is the availability of funds.

**LARA:** Sir, before we end, is there anything you'd like us to relay to our barangay captain and the people of North Fairview?

**COUNCILOR ERICE:** Please tell your barangay captain as well as the others that we are sorry if you feel that the barangay is being neglected. It is not. I promise to make development projects for Barangay North Fairview a priority.

**FE:** Sir, thank you very much for your time. We will relay your message to our barangay captain and the people of North Fairview.

**COUNCILOR ERICE:** Thank you too for giving me the chance to clarify matters. Remember that you're always welcome here.



Fe and Lara happily leave the office of Councilor Erice.

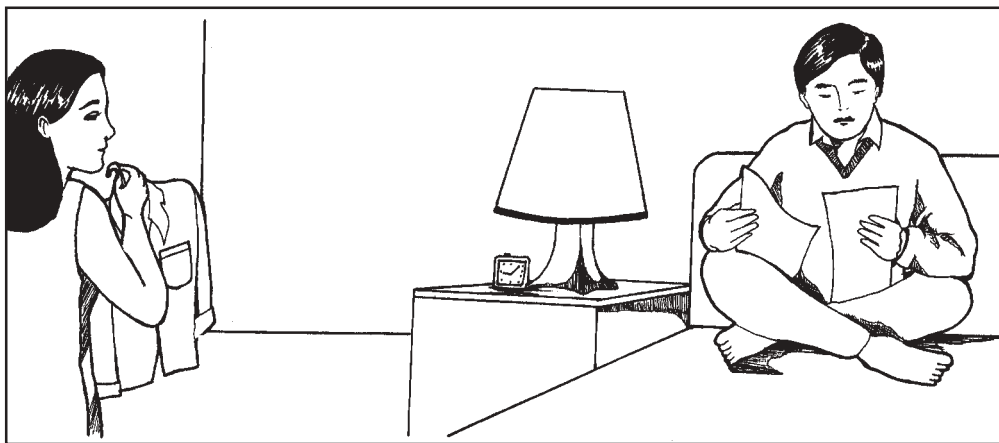
## Part 2—*The Art of Answering Questions*

The second video is about two visa applicants, Peter and Juancho. Read and find out how each of them prepared and went through the visa application interview.

*Characters:*

Peter	Visa applicant
Juancho	Visa applicant
Interviewer 1	Interviewer of Peter
Interviewer 2	Interviewer of Juancho
Terry	Juancho's wife
Gina	Peter's wife

Gina has just finished ironing Peter's clothes for tomorrow's interview. Gina enters the bedroom carrying Peter's well-pressed pants and long-sleeved polo. She sees Peter reading a piece of paper.



**GINA:** I've ironed your best pants and long-sleeved polo for tomorrow's interview.

**PETER:** Thanks.

**GINA:** What are you doing?

**PETER:** I'm studying.

**GINA:** Studying what?

**PETER:** The common questions asked in a visa application interview.

**GINA:** Where did you get the questions?

**PETER:** I asked those who previously applied for a visa to get an idea. Why don't you try asking me these questions?

**GINA:** Okay. How long do you plan to stay in the United States?

**PETER:** I'll be staying there for two weeks, ma'am.

**GINA:** Isn't that too short for an answer?

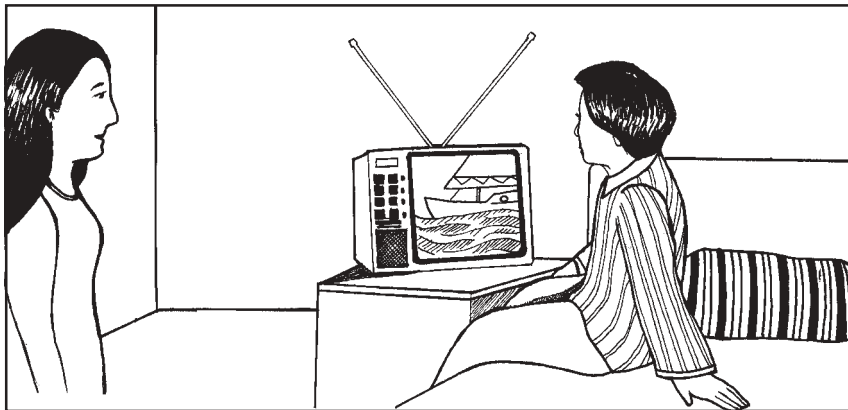
**PETER:** They said that you have to be concise and to the point when you answer.

**GINA:** So, you mean you don't have to explain?

**PETER:** Not that I don't have to explain, I don't have to tell a story. The interview takes only a few minutes, the interviewer has no time to listen to my stories no matter how interesting they are.

**GINA:** Okay, so next question.

Meanwhile, Juancho is also scheduled for a visa application interview the next day. While Peter is busy reviewing questions for the interview, Juancho is very relaxed and is just watching TV. His wife Terry comes inside their room . . .



**TERRY:** Your visa interview is scheduled for tomorrow, right?

**JUANCHO:** Yeah.

**TERRY:** Are your clothes ready?

**JUANCHO:** Just pick a polo shirt and jeans for me.

**TERRY:** What time are you leaving?

**JUANCHO:** Maybe around nine o'clock.

**TERRY:** Wouldn't you be late? The interview is scheduled at ten o'clock, right?

**JUANCHO:** I don't think I'll be caught in traffic.

**TERRY:** Do you have any idea what the interviewer will ask during the interview?

**JUANCHO:** I'm not really sure. Anyway, I'll just tell the truth! Besides, I have the money and I'm going there to attend a wedding. That's it. I don't think it will be hard for them to understand that.

**TERRY:** Okay, okay.

The next day, Juancho and Peter set out for their visa application interview. Here's how Peter's interview went . . .



**PETER:** Good morning, ma'am.

**INTERVIEWER 1:** Good morning, please take a seat. Is this your first time to apply for a U.S. visa?

**PETER:** Yes, ma'am.

**INTERVIEWER 1:** How long do you plan to stay in the United States?

**PETER:** Two weeks.

**INTERVIEWER 1:** What is the purpose of your visit?

**PETER:** A vacation, ma'am.

**INTERVIEWER 1:** Where exactly will you stay?

**PETER:** Ma'am, I have a cousin who lives in L.A. I'll stay with his family.

**INTERVIEWER 1:** Apart from your cousin in L.A., do you have any other family members living in the United States?

**PETER:** I have a distant uncle living somewhere in the state of New York but I do not know exactly where.

**INTERVIEWER 1:** Who will finance your trip to the United States?

**PETER:** I will shoulder the expenses, ma'am.

**INTERVIEWER 1:** Will you really be able to finance your trip?

**PETER:** I think so, ma'am. I do have bank accounts. If you wish, I can show you the documents.

**INTERVIEWER 1:** No, it's okay.

**INTERVIEWER 1:** Do you have a job here?

**PETER:** Yes, ma'am. I work as a salesperson for a clothing company.

**INTERVIEWER 1:** Do you own your house?

**PETER:** I have almost paid off my family home, ma'am. Here are the documents, ma'am.

**INTERVIEWER 1:** Thank you. Do you have any intention to work in the United States?

**PETER:** Ma'am, are you asking me if I intend to work during the two weeks that I will be in the United States?

**INTERVIEWER 1:** Yes.

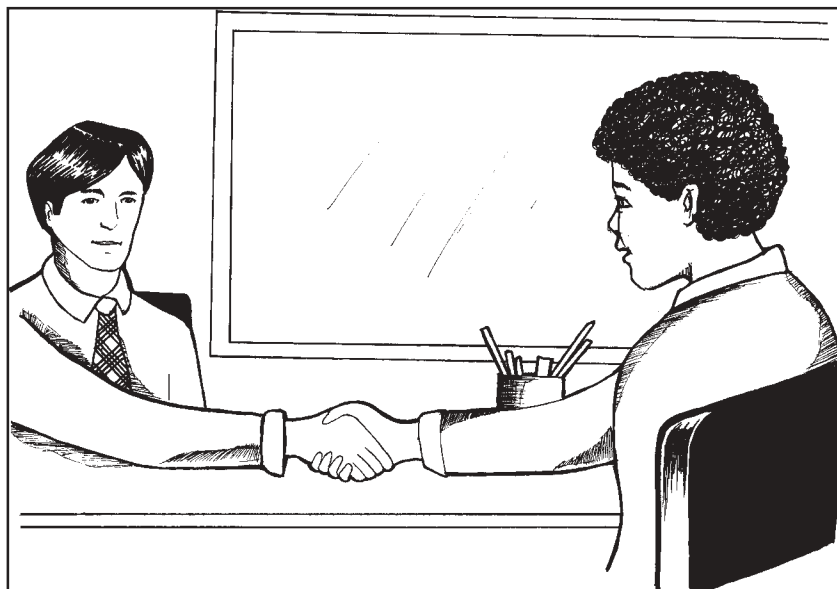
**PETER:** No, ma'am. It will just be a two-week vacation.

**INTERVIEWER 1:** What do you plan to do on your vacation?

**PETER:** While in L.A., I would like to visit Hollywood or Disneyland and do some other sightseeing in and around the L.A. area.

**INTERVIEWER 1:** Okay, your application is approved, you will receive your visa after two days.

**PETER:** Thank you very much, ma'am.



Peter leaves the embassy looking very happy. Meanwhile, in Juancho's interview:



**JUANCHO:** Good morning.

**INTERVIEWER 2:** Good morning, take a seat. So, what is your reason for applying for a visa?

**JUANCHO:** Well, sir, the brother of my sister-in-law is getting married and I received an invitation. I will be one of the sponsors at the wedding. I've always wanted to go to the U.S. and this wedding provides a good opportunity for a visit. Do you want to see the wedding invitation?

**INTERVIEWER 2:** Oh, no, never mind. Let's continue. How long do you plan to visit the United States?

**JUANCHO:** Well, after the wedding, I'd like to travel around a bit and visit some other relatives. I'd like to see different parts of the U.S. particularly New York. I've heard it's very exciting. So, maybe a couple of weeks. I don't have any urgent business to attend to when I get back so I can be away for quite a while.

**INTERVIEWER 2:** So where do you plan to stay while you are in the U.S.A.?

**JUANCHO:** I have many close relatives in the U.S. I will stay with them.

**INTERVIEWER 2:** What do you do for a living?

**JUANCHO:** I'm a businessman.

**INTERVIEWER 2:** And what is your business?

**JUANCHO:** I'm an LPG tank dealer and I also have a *sari-sari* store. Aside from that, I also have a video rental shop. I also have service vehicles for students.

**INTERVIEWER 2:** So are you the one who is spending for this trip?

**JUANCHO:** I am.

**INTERVIEWER 2:** Do you have enough money for the trip?

**JUANCHO:** Of course, as I have mentioned to you I have several businesses.

**INTERVIEWER 2:** Do you have any documents which provide evidence of your businesses.

**JUANCHO:** Uh, just a moment (*Juancho looks at the papers in his envelope, he can't seem to find the documents*). It's here somewhere. I'm sure I brought it. (*Juancho sifts through his files again.*) Sorry, sir, I must have left them at home.

**INTERVIEWER 2:** Okay, never mind. Do you have any intention to work in the United States?

**JUANCHO:** Well, if given the chance, of course I want to. You know, it's still better to live there than here. But for this trip, no, sir. I will only attend the wedding and then maybe do some shopping for *pasalubong* or something that I could sell in my store. I heard there are many factory warehouses in New York where you can buy cheap canned goods. Then, I'll be back.

**INTERVIEWER 2:** I'm sorry, Mr. Castillo but I will have to deny your application.

**JUANCHO:** What? But, sir, I have the money to go there. I will come back!

**INTERVIEWER 2:** I'm sorry, sir. If you will please, there are several other applicants waiting outside.

Juancho leaves the embassy looking very disappointed.







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