

Interview Preparation

To give you the best opportunity to show everyone how great you are, here's some hints and tips.

1 Preparing Yourself

There will be two types of questions during your interview:

1. **Technical questions** that test your job-related knowledge
2. Questions based on our **Culture Essentials** and **White Star Service behaviours**, that draw on real life situations to find out more about your knowledge, and behaviour

To help you answer these questions make sure you're prepared. Taking time ahead of your interview will help you feel more confident.

- Read the **job description** for the role you have applied for. This will help you understand what technical knowledge you might be tested on
- Take time to remind yourself of our **Culture Essentials** and **White Star Service behaviours** and think about how you display these every day in the work you do
- Use this information to **plan some examples** of how you display our Culture Essentials & White Star Service behaviours
- Use the **STAR technique** to structure your examples. It's OK to write these examples down and take them into the interview with you, if it helps
- Double check where the interview is and what time it is.
- Ensure you are immaculate in your uniform when attending.

2 After your interview

Confidentiality

Your colleagues may want to know how your assessment went and the questions you were asked, please do not share the questions. We want the process to be fair for all and not give people an unfair advantage.

Take a moment

to reflect on your assessment and congratulate yourself for trying your best.

What now?

You will be informed of the outcome as soon as possible; however, this may be a few weeks, based on operational availability.

During your interview

Smile

and greet your assessor with confidence, just like you would a Cunard Guest.

Keep calm

Take a deep breath and a moment to think before every answer and talk in a calm way. There's no rush; slower speech is a sign of confidence and helps us follow your train of thought.

Break down the question.

Long questions are easy to fumble, so break it down into smaller parts. If the question is confusing, smile and ask if they can repeat, clarify, or reword it.

STAR technique

Situation – where did it happen?

Task – what were you expected to do?

Action – what did you do?

Result – what was the outcome?

For example, the question is – Tell me about a time where you have helped a Guest?

Situation

I was working in a hotel as a waiter and a guest asked me to help them with a problem they had with the food,

Task

the guest told me that the food was cold and not what they expected.

Action

I listened to their problem, apologised, and went to see the Chef. With the Chef, I organised a replacement meal for them.

Result

I delivered the new meal and checked that the guest had everything they needed.

Manager's Guide to Interviews

A successful interview involves making the crew member feel comfortable. This gives them the best opportunity to share the right information to tell us how they'd be great for the role you're assessing for.

Working closely with everyone onboard, it's natural to have formed an opinion on the outcome of the interview. Therefore, it's important that you can remain open minded throughout the process. There are several ways we can do this.

Be Aware Of Our Bias

Everyone has them yes, we do.

The human brain takes in so much information in any given second, it has created strategies to simplify the world. Bias is one of those strategies that all our brains use to help us react faster, but it can mean we make unfair opinions or decisions about people.

Bias comes in many forms.

Most people know that bias is related to the classic stereotypes that surround gender and nationality. But it's also related to individuals with disabilities, accents, and even physical attributes such as height and beauty.

Bias affects all aspects of life.

Bias exists not just in our personal life, but also in our work life, and has shown to affect who we pick for jobs and promotions.

To find out more about bias, visit the [Culture Hub on the Insider](#) or click on the links below:

[Culture Hub \(carnivalukgroup.com\)](http://carnivalukgroup.com)

[Favouritism and Bias \(carnivalukgroup.com\)](http://carnivalukgroup.com)

Be Open, Fair, And Consistent.

Before the interview

Read the interview script and the scoring criteria for each questions. Make sure you understand the questions as you might need to rephrase a question to support someone. The script must be used consistently for each crew member.

During the interview

Be present and ensure that your pager/phone will not disturb you.

At the start of the interview, set the scene. Advise on the structure, introduce who is present and their role, advise that notes will be taken and of course if they need anything clarifying to just ask.

This all helps the crew member feel comfortable.

Active Listening

No one likes to talk to an unreceptive audience. Make sure you actively listen and engage with the crew member. Nod occasionally, make appropriate eye contact and face the crew member. If you seem disinterested or bored, crew will pick up on and might become nervous.

Take notes

This might seem obvious but its critical for you to jot down key points during the interview (if you are the note taker). After each question is asked, make a note of the interviewee's answer, as well as any of your substantial thoughts and impressions. Remember to mark their score. Remember to mark their paper and construct

YOUR NAME

Phone | Email | Location (City, State, ZIP)

PROFESSIONAL SUMMARY

2-3 sentences or 2-3 bullet points that include your years of professional experience, accomplishments, top skills and strengths as they relate to the position and what you’re looking for in your next role.

EDUCATION

Degree Type, Major (if applicable)Month/Year of Completion

Institution Name, Location

- [Details about achievements or dissertation]

EXPERIENCE

TitleStart Date - End Date

Date (Current)

Company Name, Location

- (Action verb) + what you did (more detail) + reason, outcome or quantified results
- (Action verb) + what you did (more detail) + reason, outcome or quantified results
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- (Action verb) + what you did (more detail) + reason, outcome or quantified results

TitleStart

Date - End Date

Company Name, Location

- (Action verb) + what you did (more detail) + reason, outcome or quantified results
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- (Action verb) + what you did (more detail) + reason, outcome or quantified results

SKILLS

[Relevant skill] | [Relevant skill] | [Relevant skill] | [Relevant skill] | [Relevant skill]

CERTIFICATIONS

- [Certification], [Certifying organization] - [Year earned]

AWARDS/RECOGNITIONS/VOLUNTEER WORK - (OPTIONAL)

- Award, recognition or volunteer workDate
- Award, recognition or volunteer workDate

Cover Letter Writing

Part of most job applications include the option of submitting a cover letter. This is something many crew may need support with structuring.

Before writing a cover letter, it's important that you do your research.

You need to consider the following:

- The job description
- who will be reading your cover letter
- the organisation and its culture
- the organisation's goals over the next five years.

When writing a cover letter, keep it brief and ensure it emphasises your suitability for the job.

Cover letters can be broken down into the following sections:

First paragraph

The opening statement should set out why you're writing the letter. Begin by stating the position you're applying for, where you saw it advertised and when you're available to start.

Second paragraph

Highlight any relevant experience and demonstrate how your skills match the specific requirements of the job description. Summarise any additional strengths and explain how these could benefit the company.

Third paragraph

Cover why you're suitable for the job, what attracted you to this type of work, why you're interested in working for the company and what you can offer the organisation. This is a good opportunity to show off your knowledge about them.

Last paragraph

Use the closing paragraph to round up your letter. Reiterate your interest in the role and indicate your desire for an interview. Now is the time to mention any dates when you're unavailable.

Once finished, read through the document and cut out any unnecessary words and sentences. Don't fill up space by repeating what's already covered in your CV. As a rule, only mention your current salary or salary expectations if the employer has specifically asked you to. If you're asked to include this information, put it between the third and last paragraphs.

The STAR Technique

The STAR technique is a useful model for answering scenario-based questions.

These are often questions that start with:

Tell us about a time when...

Describe when you have...

S

Situation

Introduce the situation and provide context

T

Task

Describe the task. What needed to be done and why?

A

Action

Explain the action you took

R

Result

Describe what you achieved as a result

To help crew members prepare for interview, ask them some mock interview questions that are relevant to their role, or based on our Culture Essentials and give them the opportunity to answer these questions in the STAR format.

Give them coaching and feedback on how to best improve their answers.

To give you an idea of what this may look like in practice, below is an example of a situational interview question, along with an answer that uses the STAR method:

How would you handle a disagreement with your superior?

This question revolves almost entirely around your soft skills. It requires you to demonstrate your communication and conflict-resolution abilities. You also have the chance to demonstrate that you can both respect company structure and come up with creative solutions.

Example answer:

A couple of years ago, I was working as a customer service agent. Our work was shift-based. At the beginning of every month, we had a meeting with our manager to discuss our shifts. However, on one occasion our manager suddenly changed our shifts halfway through the month. The sudden change disrupted my schedule and that of my colleagues. Although my manager resisted requests to rethink his decision, I asked if I could be of any help and volunteered to act as an intermediary. This allowed me to present my concerns and those of others. I assisted my manager in amending the shifts so that the disruption was minimal. I had to compromise, but the overall change was positive for all involved. Because of this, I was given extra responsibilities for managing shifts. A year later, complaints related to scheduling had dropped by 20%.

Key takeaways:

Familiarity with the job description before an interview allows the candidate to be well-prepared for competency-based questions, as these are usually derived from the key requirements and competencies listed in the job description.

Preparation for a behavioural interview includes recalling situations demonstrating positive behaviours or decisive actions, creating short descriptions for each situation with a structured beginning, middle, and end, and ensuring stories reflect well on the candidate even if the outcome was not positive.