

Interview

GUIDE FOR EMPLOYERS

2025

BACKGROUND & MOTIVATION

- What attracted you to this role and to the automotive industry?
- Walk me through your career journey so far — what are the highlights you're most proud of?

CUSTOMER & SALES FOCUS

- Tell me about a time you turned a difficult customer interaction into a positive outcome.
- In your view, what does great customer service look like in the automotive industry?

PERFORMANCE & WORK STYLE

- How do you stay organised and manage priorities during high-pressure periods (e.g., end of month, peak service times)?
- Can you give me an example of when you exceeded expectations in a previous role?

TEAM & CULTURE FIT

- How would your previous colleagues describe your working style?
- Tell me about a time you worked as part of a team to achieve a shared goal. What was your role in making it happen?

PROBLEM SOLVING & INITIATIVE

- Describe a challenge you faced at work and how you overcame it.
- Have you ever identified a better way of doing something at work? What was the result?

ADAPTABILITY & INDUSTRY AWARENESS

- The automotive industry is shifting fast (EVs, online retailing, digital service tools). How do you keep yourself adaptable and open to change?
- What excites you most about the future of the automotive industry?

LEADERSHIP & DEVELOPMENT (IF RELEVANT TO ROLE)

- How do you motivate or support team members during tough times?
- Tell me about a time you helped someone in your team develop their skills or confidence.

WRAP-UP & INSIGHT

- Why do you think you're the right fit for this role, and what value would you bring to our business?
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INTERVIEW TIPS