

# Interview Preparation Guidance

*Boots*

Nº7 BEAUTY  
COMPANY







## **Congratulations, you've been invited for an interview!**

So, you've made it to the next stage of the process.  
Want to know more about what to expect and how to prepare?

We've created this guide to help you to be at your best during your interview - here you'll find frequently asked questions, interview tips and guidance on structuring your answers.

We wish you the best of luck and look forward to meeting you!

**Boots & No7 Recruitment Team**



# What to expect at your interview

## Where will the interview be held?

All location details can be found in your interview confirmation email.

## What should I wear?

As you will be spending time on the shop floor, we recommend you wear professional clothing. Make sure you feel comfortable and confident in what you wear.

## What will happen at my interview?

To find out more about you and your experience, we will ask you a series of competency-based questions (see page 4 for further help).

You may also spend time on the shop floor engaging with customers and products.

## Where should I go when I arrive in store?

Please refer to your interview confirmation email to find out where to go on arrival.

## How long will the interview last?

The interview will last approximately 60 minutes. We recommend arriving at least 5 minutes beforehand to give yourself plenty of time.

# Preparing your answers

## Getting to know you

At the start of the interview, we will spend some time getting to know each other. This is also your opportunity to tell us about your recent work experience and ask us any questions.

## Competency based interview questions

We ask these questions to find out how you have used specific skills in your previous experience and how you approach different problems, tasks and challenges. These questions will often start with the words “describe a time when” or “tell me about a time when”.

## Structuring your answers

A good way to structure your answer is to use the **CAR** model. When answering, you should spend an equal amount of time talking through each of the steps below.

**Context:** Briefly describe the situation. What? Who? Where? When?

**Action:** Describe the actions you personally took to complete the task, why you took those actions and what your thought process was.

**Result:** What was the impact of your actions? What did you learn from this experience and what would you do differently, if anything?

# Preparing your answers

## Customer Engagement Task

You will get the opportunity to interact with our customers and products, and then we will ask you some follow up questions.

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## Structuring your answers

Although there is not one way to structure your answers, we would encourage you to:

- Consider body language and tone of voice
- Be curious about the customer and their needs
- Think about questions you would ask a customer or team member to find out more information
- Show enthusiasm and interest





# Helpful tips for your interview

## Before your interview

- **Accessibility** - Please let us know at least 48 hours before your interview if you require adjustments or assistance by contacting the store directly or emailing us at [interviewbooking@boots.co.uk](mailto:interviewbooking@boots.co.uk)
- **Eligibility to work in the UK / Ireland** - Refer back to your interview confirmation email to ensure you can prove your eligibility to work in the UK or Ireland. Please note, if you do not have your documents with you on the day, we may not be able to go ahead with the interview
- **Job Description** – Head to the candidate zone on your [www.Boots.jobs](https://www.boots.jobs) account to familiarise yourself with the job description
- **Why Boots** - Consider why you want to work for Boots and why you are interested in the role
- **Consider your Questions** - Think about any questions you would like to ask the interviewer about Boots or the role
- **Plan your journey** – Ensure you know where you are going and how you will get there. Aim to arrive in store at least 5 minutes early

## On the day of your interview

- If you're running late, contact the store directly to let them know you're on your way
- Remember, you can take your time to think of your best example. You can also take notes with you into the interview.

## After your interview

- Relax! You can be proud of yourself for getting this far in the process.
- We should be in touch with you within a couple of weeks by phone or email with the outcome of your interview.



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# Good Luck!

Take a look at our [FAQs](#).

If your question is not answered, you can email us at [interviewbooking@boots.co.uk](mailto:interviewbooking@boots.co.uk)



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AGE INCLUSIVE  
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THE  
BOX

