

**Excellence Through Externships
Transportation Group Project**

Class: Excellence through Externships

Competency/Standard Addressed:

Objective: To be prepared and confident in a job interview, utilize a three step answer to a situational question, describe work and professional background including prior responsibilities, explain experience as it relates to customer service, demonstrate motivational, judgment, organizational, and work management

<p><i>Introduction:</i> After meeting with manager at Perry Ford, Auto Club of Southern California, it became apparent that our students must possess the knowledge, skills and abilities to perform well in a job interview setting.</p>	<ul style="list-style-type: none"> ▪ Communication skills. ▪ Customer service skills. ▪ Demonstrate excellent judgment, motivational, problem solving and organizational skills. ▪ Ability to work well in team environment.
<p><i>Goal:</i> Develop skills necessary for successful job interviewing.</p>	
<p><i>Objective:</i> To be prepared and confident in a job interview.</p>	<ul style="list-style-type: none"> ▪ To be able to demonstrate knowledge, skills and abilities as they relate to this specific job. ▪ Utilize a three-step answer to situational question. ▪ To describe work and professional background as it relates to current position including prior experience. ▪ Demonstrate knowledge of customer service skills. ▪ Through interview answers demonstrate motivation, good judgment, organization and work management skills.
<p><i>Suggested Instructional Management Strategies:</i></p>	<ol style="list-style-type: none"> 1. Journaling prompts. 2. Jigsaw. 3. Literature circles. 4. Tiered lessons. Student must be able to provide a situation, the action taken, and result obtained. Scenario: Difficult customer. I took the customer to the side where other customers would not hear anger and yelling. I related that I was very sorry the car was still causing them difficulties. I then asked the customer what they

	<p>needed from us to be happy. After determining that this was something the company could do for the customer, I called the auto body shop and set-up an appointment for customer to take vehicle back.</p> <p>5. Orbital circles. Students will be broken down into groups. One student would be in the center answering interview questions. The orbital groups would be looking/observing for specific skills and will provide interview candidate with feedback.</p>
<p><i>Practice:</i> Student will go out in small groups to industry to conduct interviews.</p>	<ul style="list-style-type: none"> ▪ Identify specific people to interview. ▪ Arrange interview. ▪ Prepare for the interview. ▪ Conduct interview. ▪ Follow-up. <p>(Access template with full detail at www.powayusd.com/pusdphs/SeniorProject/)</p>

**Excellence Through Externship
Presentation of Interview Rubric**

Interview Presentation Evaluation Form

Presenter Names: _____

Circle the number that corresponds to the extent to which you agree with the statement provided.

	Strongly Agree			Neutral			Strongly Disagree
The introduction clearly described position interviewed for.	1	2	3	4	5	6	7
The presentation was informative.	1	2	3	4	5	6	7
Key skills needed to work in this industry were identified.	1	2	3	4	5	6	7
The education/training to fill this position was discussed.							
The visual aids used were effective.	1	2	3	4	5	6	7
Each member of the group seemed to contribute to the presentation.	1	2	3	4	5	6	7
The presentation time was appropriate.	1	2	3	4	5	6	7 (too short)
Based on this presentation I have all the information need to be able to apply to this company.	1	2	3	4	5	6	7
Overall, the presentation was very impressive.	1	2	3	4	5	6	7

Finish the following:

“The best part of the presentation was....”

“One thing that would have really improved this presentation is...”

Evaluator Name: _____