



Quanteer Williams

Command the Conversation:

Elevate your Interview Skills

About Me

Quanteer Williams is an **Entrepreneur**, whom after decades in the **Technology Industry** served in **Sales, People Management, and Customer Support** roles at companies like Microsoft and Amazon Web Services. She is passionate about **empowering professionals and young people to achieve their highest potential**. As a trained interviewer, she shares best practices and coaches job seekers to **ace their interviews**.

Her most proud and accomplished role is that of mother to **3 amazing teenagers**, where she devotes time and energy to their growth and endeavors.



Topics for Today's Session

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Preparing for the Interview

3

Telling Your Story

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What Interviewers are
looking for

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Interview Tips

Preparing for the Interview

Breaking Down Job Descriptions



Crew Member

- **About the job**
- Flexible scheduling with a side of always feeling valued. McDonald's offers a job combo that will fit YOU.

Perks & Benefits

Competitive pay from \$15.00 per hour - \$17.05 per hour / hour plus cash incentives

- Employee discounts and free meals
- Paid sick leave and/or paid time away
- Tuition reimbursement and/or educational assistance
- Training and advancement opportunities
- Weekly direct deposit and/or Daily Pay
- 401(k) plan
- Medical, dental, and vision benefits
- And much more!

- This role is **vital** in the restaurant because you'll:

Lead the experience: Check in with guests and make sure they are enjoying themselves

- Have a side of smile: Help customers order their favorite McDonald's menu items and/or make menu recommendations
- Focus on the food: Prepare and present delicious food
- Ensure a memorable visit: Help maintain a welcoming, friendly, and clean restaurant environment
- Understand that teamwork is key: Work hand in hand with your team to meet goals and most importantly, have fun!

- **To Be Successful In This Position, You'll Need**

A humble and hospitable demeanor

- Passion for helping and serving others (customers and fellow team members)
- A desire to learn and grow
- The ability to communicate effectively and anticipate customer needs

Prompt: “What does McDonald’s look for in a good employee?”

McDonald’s seeks employees who are reliable, customer-focused, team-oriented, and adaptable, with a commitment to learning and upholding company standards.

Key Traits and Skills

Customer Service Orientation: Employees must provide excellent service, greet customers warmly, take accurate orders, and resolve issues efficiently, ensuring a positive experience for every guest

Teamwork: McDonald’s values individuals who can collaborate effectively with coworkers, coordinate tasks in fast-paced environments, and communicate clearly, especially in roles like drive-through or kitchen operations

Reliability and Punctuality: Being on time, adhering to schedules, and completing shifts responsibly are essential. Employees are expected to arrive early and leave promptly after their shift

Adaptability and Patience: Working in a fast-food environment requires patience with customers and flexibility to handle changing tasks or high-volume periods

Time Management: Employees must manage multiple responsibilities efficiently, such as preparing food, cleaning, and serving customers within strict time constraints

Cleanliness and Professional Appearance: McDonald’s emphasizes uniform compliance, personal hygiene, and a neat appearance, including hair, nails, and facial hair standards

Commitment to Learning: New hires undergo orientation and training to understand McDonald’s core values, operational procedures, and workplace culture. Employees who are eager to learn and apply these skills are highly valued

Following Up on Applications



- Prepare a brief summary of your story
- Call the Manager the day you submit the application to notify
- Send an email using your summary and excitement about the job

Following Up on Applications

- **Call the Manager the day you submit the application to notify**

“Hi. May I speak with a Manager please?”

Playing it safe: *“Hi [Manager]. My name is [Your name] and I’m a [student who is passionate about helping others, and just submitted an application for [position] and was excited to be considered for the opportunity so wanted to introduce myself and ask about next steps.”*

Risk Takers: *“Hi [Manager]. My name is [Your name] and I just applied online for your open position for [position], and was calling to see when I can come in for an interview”*

- Be confident
- Speak clearly
- Leave them wanting to know more about you
- ‘We’ll review and call you’ is perfectly ok
- **Risk Takers:** Don’t be afraid to call back another time and speak with a different Manager

Exercise: Tell Me About Yourself

Prepare a Brief Summary: Tell Me About Yourself

Simple Formula:

Who You Are

+

What You Enjoy

+

What You're Working Toward

Example:

“I’m a high school student who enjoys technology and helping others. One of my strengths is communication, and I’m interested in exploring careers in cybersecurity and information technology”

Interview Tips

1. Perfect your profile pic

Make sure your online profile photo is appropriate.



Do

- Use a hi-res, well-lit photo
- Dress professionally
- Use a solid-colored, light background



Don't

- Leave your profile photo blank
- Use an icon instead of a photo
- Use a selfie or group shot

2. Upgrade your tech

A poor connection can ruin your prospects.



Make sure you have enough bandwidth



Download the latest software updates



Use a wired connection or locate as close to your router as possible



Use a hi-res camera and a reliable headset or speaker

3. Prepare for the call

Thorough prep is essential to a successful online job interview.



- Find a clean and quiet venue
- Use a simple, light-colored background
- Position the light source in front of you



- Make a test call to check your equipment one day before
- Adjust your webcam to frame your face
- Check your privacy settings to make sure you can receive the interviewer's call
- Close any programs not needed for the interview



- Print a copy of your resume, and have a file ready to IM or screen share
- Place a sticky note with your talking points beside your webcam
- Practice answering interview questions on camera

4. Hone your nonverbal skills

Your body language and tone of voice help convey meaning in addition to the words you say.



Do

- Dress the part
- Speak clearly and with a positive tone
- Look at the camera, not the screen
- Nod your head to show understanding



Don't

- Frown or furrow your brow
- Talk too loudly or softly into the microphone
- Slouch or lean backward
- Position yourself too far or too close to the camera

5. End on a positive note

The end of the interview is a chance to leave a lasting impression.



State your interest in the position



Thank the interviewer for his or her time



Ask if there is anything else you can provide, like references or work samples



Send a personalized thank you email or letter



Ask about next steps in the process and when to follow up

Sources: Futurestep Executive Survey 2015; Sandbox Advisors, Check Your Video Interview, 2016; Maxim McCoy, How to have an unforgettable Skype interview, 2016

Don't let a lack of preparation get in the way of you making a lasting first impression.

Interviewers are not looking for perfect answers.

They are looking for:

- ◆ Character
- ◆ Curiosity
- ◆ Communication
- ◆ Confidence
- ◆ Coachability
- ◆ Willingness to Learn

Your stories matter more than your experience.



Build Your Own Answers



Nearly 70% of what you'll encounter in your first job, internship, scholarship, and college interviews could center around your ability to answer these questions.

- 1. What are your strengths? (About You)**
- 2. Tell me about a challenge you overcame (Problem Solving)**
- 3. Why are you interested in this opportunity? (Career Exploration)**
- 4. Describe a time you went above and beyond. (Work Ethic)**
- 5. How do you handle unanticipated stressful situations (Problem Solving)**
- 6. What is a weakness you're working on? (About You)**

Build Your Own Answers



1. What are your strengths? (About You)

What the Interviewer wants: What skills you bring to a team.

Sample Answer: “One of my strengths is reliability. I take my responsibilities seriously and consistently complete assignments and commitments on time. For example.....”

2. Tell me about a challenge you overcame (Problem Solving)

What the Interviewer wants: To know that you can handle things not going as expected and recover.

Sample Answer: “I struggled in a difficult class and wasn’t earning the grades I wanted. I sought help from my instructor, created a study schedule, and improved my performance. I studied for X hours more each week, and my grade went from a D to a B by the end of the first quarter. My instructor asked me to help another student who also used my tips”

3. Why are you interested in this opportunity? (Career Exploration)

What the Interviewer wants: To understand your goals.

Sample Answer: “I’m interested because it will allow me to learn new skills, gain experience, and explore a field I’m considering for my future.”

Build Your Own Answers



4. Describe a time you went above and beyond. (Work Ethic)

What the Interviewer wants: To better understand your character.

Sample Answer: “After completing my assigned responsibilities for a school event, I stayed to help clean up and support other volunteers.”

5. How do you handle unanticipated stressful situations (Problem Solving)

What the Interviewer wants: To know that you can handle things not going as expected and recover.

Sample Answer: “I focus on prioritizing tasks, breaking large projects into smaller steps, and asking for help when needed.

For example,”

6. What is a weakness you’re working on? (About You)

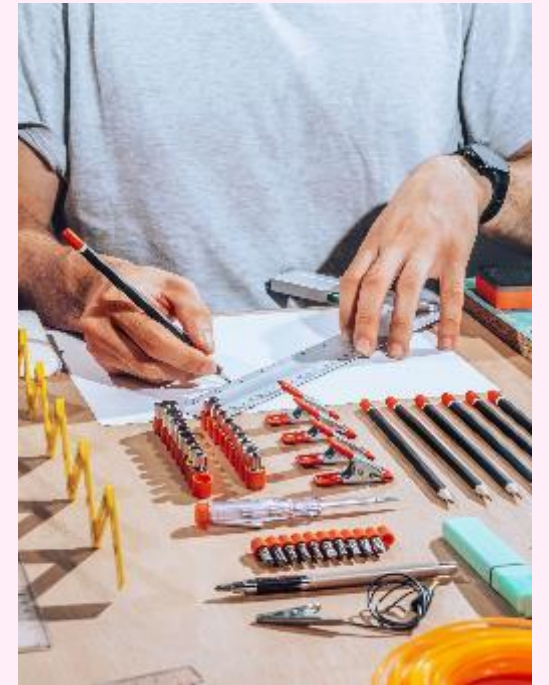
What the Interviewer wants: Self-awareness and growth.

Sample Answer: “I used to be nervous speaking in front of groups. To improve, I volunteered to present in and out of class more often. The more I speak, the more my confidence has grown.”

Mock Interviews

Let's put it all together.

Now you try (Volunteers needed)



Thank You!

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