

# **Trainee Manager Interview Questions And Answers Guide.**



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# Trainee Manager Job Interview Preparation Guide.

## Question # 1

Why do you want this job as Trainee Manager?

### Answer:-

Employers don't want to hire people who are looking for any job they can get. They want employees who are enthusiastic and passionate about this particular job and want to stay with the company for a long time.

In your answer, emphasize specific aspects of the job description, such as how you enjoy leading a particular type of project, or have experience with a certain product or industry mentioned in it.

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## Question # 2

Tell us what would you do if one of your team members were underperforming?

### Answer:-

This question assesses your ability to manage people. How do you react when people fail to meet their targets? It may help to break it into smaller questions. You could start by asking yourself why your team member might be missing their targets. Is it because their training was inadequate, is it because they're struggling with the workload, or is it simply because they're demotivated? How would you find out? What would you do once you'd got to the root of the problem and why?

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## Question # 3

Tell us of customer service, employee satisfaction and branch sales, which is the most important?

### Answer:-

I believe that none of these is more important than the other. As a branch manager trainee, I aim to become familiar with the dynamics of the branch, but I aim to manage in a way that promotes all of these elements in a self-sustaining manner. Without satisfied employees, customers will not receive great service, and without great service, sales will not be satisfactory. I don't think these objectives are mutually exclusive, so I value them all equally and aim to maintain a well-balanced environment in the branch. I consider this the most sustainable approach to management.

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## Question # 4

Tell us what are the three things that you would like to change about yourself?

### Answer:-

This is a disguised question that asks you about your weaknesses. State your weaknesses in such a way that they will not hamper your chances of being selected. Also, do not forget to mention how you would improve on them.

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## Question # 5

Explain me have you held any leadership position?

### Answer:-

This question must be in the interview. It seeks to find out how you deal with people or whatever leadership skills you may possess. It also wants to know if you are sharp and can make decisions," he says adding that, "Leadership positions may include those held in high schools such as a prefect or in campus as a leader of an association in college.

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## Question # 6

Can you explain me how would your co-workers describe you?

### Answer:-

Manager interview questions like this are generally asked to discover additional hidden qualities about yourself that you might not otherwise have mentioned. "My co-workers will tell you that I am a team player and a colleague they can count on to pull his weight whether it's a normal day or we're in a crunch."



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### **Question # 7**

Explain me what information do you need before making a decision?

#### **Answer:-**

Before I make any kind of important decision, I first consider all the surrounding facts, possible outcomes and the desired goal. I won't hesitate to seek an outside opinion and I generally do, but I am the one who makes the ultimate decision.

Once I have all of the information and have weighed the risks of each possible outcome, I will make my decision.

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### **Question # 8**

Tell us what strategies do you use to motivate a team?

#### **Answer:-**

My main strategies are based around recognising colleagues' achievements, giving consistent feedback, and providing context for their work - but the ones I utilise most depends on the employee. For example, those who are most goal orientated tend to respond best to understanding the impact of their work, and colleagues that are under-performing are best motivated when given set areas to work on and improve.

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### **Question # 9**

Can you tell us are you happy with your career-to-date?

#### **Answer:-**

This question is really about your self-esteem, confidence and career aspirations. The answer must be 'yes', followed by a brief explanation as to what it is about your career so far that's made you happy. If you have hit a career plateau, or you feel you are moving too slowly, then you must qualify your answer.

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### **Question # 10**

Explain me why have you applied for this particular job?

#### **Answer:-**

The employer is looking for evidence that the job suits you, fits in with your general aptitudes, coincides with your long-term goals and involves doing things you enjoy. Make sure you have a good understanding of the role and the organisation, and describe the attributes of the organisation that interest you most.

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### **Question # 11**

Tell us what have you learned from mistakes you've made in the past?

#### **Answer:-**

If you can't think of a mistake you've made, you won't look credible. Describe a real mistake, and explain what you learned from it, and how you took steps to prevent it from happening again.

Remember, you're proving that you can manage people, projects, and teams, as well as delegate and manage time. Think of a time when you made a mistake, learned from it, and became a better manager as a result.

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### **Question # 12**

Tell us how would you manage conflict?

#### **Answer:-**

It would be entirely appropriate with this question to ask for further details. For example, are you in a management position and seeking to defuse the conflict or are you a member of a team in which there is conflict? Is the nature of the conflict a professional disagreement or something more personal? Once you have sufficient details, you can adjust your response. Remember that it can help to limit conflict if everyone feels that their opinion has been listened to. After you have allowed their voices to be heard, you can think through your next steps, depending on the circumstances: for example, do you need to acknowledge that both sides have valid points and adjust your position accordingly or do you need to use your authority as line manager to underline that certain behaviour is unacceptable?

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### **Question # 13**

Please explain about one thing that motivates you?

#### **Answer:-**

Interviewers will want to know the one factor that keeps you motivated to perform better. After all, it is your performance that matters. New challenges, desire to excel at every given responsibility, professional growth etc. are some of the possible answers to this question.

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### **Question # 14**

Explain me how can you motivate people to work?

#### **Answer:-**

The hiring manager is checking on your motivational skills, discipline and your character. In most cases this question is accompanied by a case study question, As a chairman of the student's body I gave the students a responsibility for work. For example, I made it clear that students were allowed to handle any disturbances in a civilized manner before the authorities came. I also made information available on the schools websites rather than placing memos all over the school notice



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boards. With this students gained an enhanced sense of responsibility and achievement along with learning that everything starts with them.

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### **Question # 15**

Tell us do you know who our competitors are?

#### **Answer:-**

Do your homework and research the company and find out who are their competitors. Management interview questions like this will quickly reveal how well you conducted your research prior to the interview.

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### **Question # 16**

Can you tell us how do you react to problems?

#### **Answer:-**

I don't react to problems, but acknowledge their existence and respond to them in a calm manner. Reacting to a problem causes a panic and the problem does not get resolved until everyone calms down, accepts the situation and then focuses on a resolution.

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### **Question # 17**

Please explain a time when you led by example?

#### **Answer:-**

In my last job, we had a drive to sell charity raffle tickets. The team were really on board with the cause, and we had a friendly rivalry going with other stores in the area - so the pressure was on. The problem was, customers just didn't seem interested. So I took things into my own hands and tried different types of wording as well as a few persuasion tactics. After a few hours, I'd managed to sell X amount raffle tickets - and after I explained the new approach, the team went on to sell a combined X amount that weekend - making us number one in the area.

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### **Question # 18**

Basic Trainee Manager Job Interview Questions:

#### **Answer:-**

- \* If an important decision had to be made, but you couldn't reach the manager, what would you do?
- \* Imagine there are too many customers on a particular day and employees are barely managing to attend to all of them. Given that customer service standards are beginning to slip, how would you handle this?
- \* What would you do if an employee was underperforming?
- \* If you had to attend to customers, the manager and a shipment at the same time, what would you do?
- \* Why does a department need an assistant manager?
- \* What kind of reports should an assistant manager prepare?
- \* How do you decide how to delegate responsibilities?
- \* Do you mind working with targets?
- \* What's your experience with hiring personnel?
- \* What financial statements do you have experience with?
- \* Recall a time you showed excellent customer service
- \* Tell me about a time you had to fire someone. What was the reason and how did you do it?
- \* Have you ever made a mistake as an assistant manager? What happened?
- \* Give me an example of a time you reviewed a process to make it more efficient
- \* Tell me about a time you took the lead over a difficult project and helped the team achieve success
- \* Describe a time you had to make a decision without adequate information. How did you do it?
- \* Tell me about a time you had a conflict with your supervisor. How did you resolve it?

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### **Question # 19**

Top Trainee Manager Job Interview Questions:

#### **Answer:-**

- \* What do you know about our company?
- \* Tell me a bit more about yourself.
- \* Give me an overview of your career to date.
- \* What are your short- to mid-term career goals?
- \* How do you generate, develop, and close sales opportunities?
- \* What do you consider your most significant sales achievement to date?
- \* Tell me about a time that you failed to achieve goals you set. What went wrong and how could the outcome have been different?
- \* Why are you interested in this company? Why are you interested in this role?
- \* Consider a time when you haven't gotten along with someone on your team. What would that person say about you?
- \* How do you keep up with the latest industry trends in sales?
- \* Tell me about the toughest sale you've ever made.
- \* Have you ever had to break up with a client or prospect? How did you approach that?

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### **Question # 20**

Can you explain me what is the most difficult situation you have had to face and how did you tackle it?

#### **Answer:-**



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The purpose of this question is to find out what your definition of difficult is and whether you can show a logical approach to problem solving. In order to show yourself in a positive light, select a difficult work situation which was not caused by you and which can be quickly explained in a few sentences. Explain how you defined the problem, what the options were, why you selected the one you did and what the outcome was. Always end on a positive note.

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### **Question # 21**

Can you tell us do you consider yourself a risk taker or do you like to play it safe?

#### **Answer:-**

I believe that taking risks is part of life but by mitigating the risk, I believe the best possible solution presents itself. I'm not afraid of taking risks; I just make sure that I have considered all the facts and possible outcomes my decision will have.

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### **Question # 22**

As you know on a daily basis, you might deal with employee conflicts, lagging sales and the provision of basic customer service. How do you juggle all of the responsibilities a manager might have?

#### **Answer:-**

I approach multitasking and the handling of multiple responsibilities by maintaining focus. If I must handle several tasks at once, I make sure that I never lose sight of any and leave them unfinished. This is the key to handling them all effectively, maintaining quality in my work and ensuring the branch continues running smoothly.

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### **Question # 23**

As you know this position often entails overtime, early mornings and late evenings. Are you willing to make sacrifices for the greater success of the branch?

#### **Answer:-**

I understand that sacrifices such as extra hours are necessary to the success of the branch, and I do what is best for the branch in order to set a good example. I am willing to make sacrifices and put in additional time when it is necessary, but I also aim to manage the time that I do have wisely and minimize the necessity of extra hours. Overtime is necessary if I cannot complete my tasks within the time allotted, and in that case, I will work extra. I won't do so, however, unless I am truly unable to handle all of the work I have in less time.

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### **Question # 24**

Suppose a key contractor has told you that they are going to be late filling your order, but your client wants to speed up the project. How do you resolve the situation?

#### **Answer:-**

This question is about your ability to negotiate, a key managerial skill. Can you balance competing demands and engineer a compromise? How would you manage your client's expectations and what would you say to the contractor? Perhaps you could ask them to deliver the goods in smaller installments. In what circumstances would you look for a new supplier, and what complications could arise if you took this route?

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### **Question # 25**

Explain me can you elaborate on some of your aspects that relate to this current position?

#### **Answer:-**

You have to put forward your reasons, why do you think you are apt for this position. First of all, you should properly study the job profile and the skills you need to employ. Compare the aspects that are required for the job with the ones you possess. Give an example to reinforce your response.

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### **Question # 26**

As you know we are the fast moving company and things are always changing, how do you think you will fit in with our ever changing and fast paced environment?

#### **Answer:-**

Our company has 20 field sales reps and they need to receive their email on the cell phone. This is something the IT department knows little about and has never supported mobile devices for a variety of reasons. The request came down from the president and we needed to make this happen immediately.

I was out of my element on this one and knew little about the subject, but I was assigned the entire task with a short deadline. So I researched the various technologies that would support our needs, tested several of them and after 3 weeks of hard work I presented my findings to the sales department and allowed them to make a decision on one of the three options.

Once they accepted, I soon got to work and within two weeks every sales person could now retrieve their mail from their cell phone any where in the world.

It was a huge undertaking and we soon learned that sales went up 11% and that growth has been directly attributed to the success of this project because sales could now provide a faster response to our customers.

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### **Question # 27**

Explain me why do you want to leave your current employer as Trainee Manager?

#### **Answer:-**

State how you are looking for a new challenge, more responsibility, experience and a change of environment. Do not be negative in your reasons for leaving. It is rarely appropriate to cite salary as your primary motivator.

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### **Question # 28**



Tell us what is your biggest weakness as Trainee Manager?

**Answer:-**

You may have been advised to answer with a canned response like "I'm a perfectionist," or "I work too hard." But employers are looking for honest answers. Focus on a weakness that is relatively minor and that you are actively working to overcome.

For instance, you could say, "I'm nervous about public speaking, which I know is a problem for my career. I've joined a local Toastmasters group to help me learn some tried-and-tested techniques. I also volunteer for presentations and speaking assignments to practice."

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**Question # 29**

Explain me what is your management style when it comes to handling an entire branch?

**Answer:-**

I have the advantage of training before taking over the entire branch, so in that time, I plan to learn as much as possible and solidify my management approach. As it currently stands, however, my management style is democratic and relies heavily on feedback from my associates. This provides me with a perspective that is closer to the customers, and it also allows me to involve the whole team in the direction of the branch. I also emphasize communication and an open-door policy so that employees can always come to me with feedback and concerns, but I maintain a position as leader of the team.

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**Question # 30**

Tell us do you have any queries to be answered?, or Do you have any questions for us?

**Answer:-**

Make sure you do have some questions to ask them. Asking questions relating to the job are perfectly acceptable. However, refrain from asking about the pay unless they initiate the discussion.

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**Question # 31**

Can you tell us what is your definition of failure?

**Answer:-**

This question is really just the opposite of your definition of success. What does failure mean to you and how do you know you have failed within a given time frame. Keep in mind that failure is just a perspective.

"For starters, failure is an event and not a person and you only fail if you quit and I'm not a quitter. I may not complete a project on time or miss an important deadline, but that does not qualify as having failed in my book. If I complete a task, but miss a deadline, I still consider it a success because I finished, but without the desired result."

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**Question # 32**

Explain me what has been your biggest success so far in your career?

**Answer:-**

My biggest success so far has to be last year's launch of our new range of snack bars - which was the first ever health snack to sell a million units in the UK in under 12 months. After landing the UK distribution deal, I was given three months to gain traction or they'd pull the plug. This wasn't easy, but through communicating with hundreds of providers, I managed to build enough bridges to make the product take off. We even managed to make a decent profit - helping turn an underdog product into a household name.

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**Question # 33**

Explain what do you dislike about your present job?

**Answer:-**

Be cautious with this answer. Do not be too specific as you may draw attention to weaknesses that will leave you open to further problems. One approach is to choose a characteristic of your present company, such as its size or slow decision-making processes etc. Give your answer with the air of someone who takes problems and frustrations in your stride as part of the job.

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**Question # 34**

Explain me what challenges are you looking for in this role?

**Answer:-**

Prospective managers want to hear that you will not shy away from difficult decisions. Emphasize your problem-solving skills. Talk about how you evaluate various options when faced with a problem. Focus on how your skills and experience can help you handle unexpected problems and still deliver results. Be honest and center your answer around challenges that genuinely excite you.

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**Question # 35**

Tell us what is your greatest accomplishment? And/ or what is your biggest failure?

**Answer:-**

It is time to talk about your proud and not-so-proud moments. While you should take pride in discussing your glorious achievements, make it a point to show your bad moments in a positive light. Try not to sound too negative or blame your mistakes on someone else.

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### **Question # 36**

Tell us why do you think you will do well in this job?

#### **Answer:-**

Sell your credentials too in this question. Given that you have an experience of dealing with people, present the impact of the decisions you made.

I am well spoken and have an outgoing character as well as having excellent communication skills and presentation skills. In the past I have made presentations at national or international forums such as the UNESCO Youth Forum. I will do well in this job because I am interested in learning new things and enhancing my skills as a leader.

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### **Question # 37**

Can you explain me how do you manage your time?

#### **Answer:-**

I only have so many hours in the day to get my work done and I have found that if I don't create daily, weekly, and monthly goals, it seems like nothing ever gets done. I keep track of all my responsibilities and goals in spreadsheet and review them daily.

I mark down when I am first assigned a task, how long I think it will take, when it needs to be completed and how much time I will need to spend on it each day to complete the job on time. This helps me in so many ways, but mainly it keeps me on track with what is important. It also helps me from getting overbooked and promising more than I can deliver. Now, I can always deliver what I promise and be on-time.

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### **Question # 38**

Explain what do you like about your present job?

#### **Answer:-**

This is a straightforward question. All you have to do is make sure that your 'likes' correspond to the skills required for the job on offer. Be enthusiastic; describe your job as interesting and diverse but do not overdo it - after all, you are looking to leave.

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### **Question # 39**

Tell us what are your long-term goals for the branch?

#### **Answer:-**

As a branch manager trainee, I aim to learn from the branch's current leaders and better understand the unique needs of its customers. I foresee a lot of sales growth and improvements in the customer experience for the future of the branch. My goals involve formulating plans to achieve both of these objectives. To promote growth, I hope to collaborate with the entire branch team and boost sales. To improve the customer experience, I intend to gather information regarding client expectations and implement strategic standards that provide better service throughout the entire experience.

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### **Question # 40**

Why should we hire you as Trainee Manager?

#### **Answer:-**

Use this an opportunity to showcase what makes you unique. Everyone who makes the short list will be knowledgeable about the company, but perhaps you're also really passionate about the organization and the mission. Or maybe your past experiences have given you greater insight into the industry.

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### **Question # 41**

Explain me about a time when you identified a grave problem and designed a solution to it?

#### **Answer:-**

Speak about the time when your foresight helped you in identifying a problem and helped in averting it before any serious implications.

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### **Question # 42**

Can you explain me what is your definition of success?

#### **Answer:-**

The interviewer is looking for work related examples of how you measure success and when know you have reached accomplishment. Use a work related example and keep your answer short and to the point.

"In my opinion and as it relates to the workplace, success is a measurable variable. If you don't measure your accomplishments, success is lost. Success can be tied to everything you do each day.

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### **Question # 43**

Explain me about a time you had to deal with a difficult employee?

#### **Answer:-**

I think it's important to remember that determination can sometimes cause problems - even if the person means well. For example, I once managed someone who constantly met their targets - but their team work ethic was way off. Although they appeared successful, it turned out they were taking leads from colleagues. So I sat down with them to make them aware of the consequences, and stressed the importance of our team targets, rather than trying to work against each other. Not only did they turn things around, they also regained the respect of the team.



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### **Question # 44**

Explain what is your viewpoint of management?

#### **Answer:-**

Management interview questions like this are asked to find out what kind of leader you are. Should you ever get placed in a management role, how will you delegate the workload or teach your co-workers.

"I believe the main goal of any management position is to get things done by evenly distributing the workload to the most qualified members of the team. They also make sure that each member of the team has all the resources and training that are necessary to complete the job.

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### **Question # 45**

Can you explain me what is your management style?

#### **Answer:-**

If you're faced with this question at an interview, always show instead of tell.

In other words, don't just talk about your management style - tell them how it actually works.

And since the ability to pay yourself a compliment without coming across arrogant is often tough, aim to define what good management is first. Then talk about yourself positively by explaining what you've done, rather than simply repeating words like 'responsible' and 'good leadership skills'.

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### **Question # 46**

Tell me why this company and why this job?

#### **Answer:-**

The interviewers want to feel special. Things to talk about could include the training scheme structure, opportunities to take on early responsibility, support for taking professional qualifications or the company's policy on sustainability and social responsibility. You probably shouldn't say that the salary is one of your biggest motivations for applying, even if that is in fact the case.

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### **Question # 47**

Explain me how does your education match to the job?

#### **Answer:-**

As a manager you will deal with many people. The job description outlines qualities someone should have since as a management trainee they see your potential with or without experience.

My degree in Commerce and a good understanding of the financial services sector and the challenges of financial access are proof that I have keen interest in developing a career in Banking. My education gives me an opportunity to gain more practical insight of the financial Sector through this intensive two- year on-the-job training in various functions in the bank.

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### **Question # 48**

Can you please explain what have your achievements been to date?

#### **Answer:-**

Select an achievement that is work-related and fairly recent. Identify the skills you used in the achievement and quantify the benefit it had to the company. For example, 'my greatest achievement has been to design and implement a new sales ledger system, bringing it in ahead of time and improving our debtors' position significantly, saving the company 50,000 a month in interest'.

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### **Question # 49**

Explain me an incident where you had to disagree with your manager or team leader?

#### **Answer:-**

You should narrate an incident where you had a very good reason to disagree with your manager or team leader. Tell the panelists the reasons for your disagreement and your approach towards the issue. Do let them know if you had made a contribution to finding a solution to the problem.

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### **Question # 50**

Tell us do you feel that you are an organized person?

#### **Answer:-**

Yes, I consider myself to be very well organized. Everyday when I arrive at work, I check my email and messages. Then I plan out exactly what I am going to do that day. Even if I already know that I am going to work on the Johnson proposal, I still review my current status and set my goals for the day. At the end of the day, I review my progress and plan for the following day.

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### **Question # 51**

Tell us would be comfortable working 45 - 50 hours in a week?

#### **Answer:-**





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This is a question of commitment. Thus, make sure you have thought about it beforehand. If you cannot commit to long hours of works or working for 10 hours at a stretch, do let them know about it.

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