

Mock Interview Practice (Key)

(Answers may vary)

Part I

Teacher Instructions: Use the following questions and responses to prepare students to conduct telephone interviews. It is important to use various tones and responses so students will know how to respond as they encounter different situations. A blank template has been included to add additional questions. Cut the following questions apart. Divide them evenly among the students. Let the students take turns interviewing the teacher and recording responses with some of the following questions:

“Who are you again?”

“I am _____ with the Family and Community Services Class at _____ High School.”

“Why are you calling?”

“We are interested in providing service to your group (organization) and we want to know what your needs are.”

“We don’t donate to schools.”

“We are not asking for donations. We would like to work with your group to help others. There will be no expense to you.”

“We don’t work with schools.”

“Is there a possibility that you might work with us if we provided you detailed information about our project?”

“Why do you need this information?”

“We are hoping to conduct a service-learning project at your location that will meet the needs of the people you work with.”

“I don’t have time to talk to you now.”

“When would be a convenient time to call back and who do I need to talk to?”

“Is your school looking for a place to perform community service?”

“We want to conduct a service-learning project which allows us to serve others while applying classroom knowledge and skills.”

“Are the students who will be performing the service in trouble?”

“No. The students are taking this class because they have a desire to help others.”

“What are you going to do with this information?”

“We will use this information to plan a relevant service-learning project that meets the needs of your group while allowing us to apply classroom knowledge and skills.”

“How can I contact your school and who do I need to speak to?”

“You can contact my teacher Mrs. (Mr.) _____ at _____ High School. Her (his) number is XXX-XXX-XXXX.”

“Is this a prank call?”

“No it is not. We are students at _____ High School and we are interested in helping your group.”

“What class are you doing this for?”

“It is a class called Family and Community Services. It is part of the Human Services cluster in Family and Consumer Sciences.”

“Are you taking this class because you are in trouble?”

“No, this class is in no way related to court ordered community services. It is a course for credit at our local high school.”

“Where can I send you some printed information about our group?”

“You can send it to our teacher _____ at _____ High School. The school address is _____ XXXXX.”

“What kind of things do you have in mind to help our group?”

“We can help in multiple ways.”
This answer will be specific to the organization called. Example: For veterans you could prepare living histories.

“What time of the day would you want to come?”

“Our class period is from ____ to _____. We would like to come at that time if possible.”

“I don’t find teenagers to be very dependable. How can I be sure that you will be?”

“I am sorry your experience with teenagers has not been a good one. We work very hard on these projects and we are committed to helping. Our teacher will make sure we follow through.”

“What is your school’s mailing address?”

“Our school’s mailing address is ____ High School, _____, _____, TX XXXXX.”

“How often would you be able to work with our group?”

“We would try to fit our schedule to meet your needs. It is safe to say we could be there at least _____ time(s) per week.”

“Would we have to provide you transportation?”

“Our school would provide the transportation for students. If your clients came to us, we would need you to provide the transportation.”

“How did you hear about our group?”

“We heard about your group from _____.”

“Will this cost me any money?”

“No, it will not. We will provide all of our own supplies.”

“Who will you share this information with?”

“We will not share this information with anyone outside of our class or our school administration.”

“Who will supervise your group?”

“Our teacher, _____ will be our supervisor.”

“Do you have an email address where I can send information?”

“Yes, our teacher’s email address is

_____”

Part II

After the mock interviews, discuss responses and various scenarios one might encounter in a telephone conversation with a potential service learning partner.

Subdivide the students into pairs by having them count off, one, two, one, two. One student will be **Student One**, the other **Student Two**. Distribute one task card to each pair of students. Have them conduct mock interviews to practice their responses. After second round, have the students switch roles. Come back together and discuss responses and reactions.

Student One Task Card Round 1 and 2:

Your task is to call **Student Two**, who works for Helping Hands Domestic Violence Shelter.

You want to find out the following:

Contact name

Mission and purpose of the group

Days and hours of operation

Current needs

Student Two Task Card Round 1:

Interview Round 1

You work for the Helping Hands Domestic Violence Shelter. A student from a local high school is calling for information about your agency. Your response should be generally negative. Some responses you may provide to Student 1's questions are:

Who are you again?

Why are you calling?

We don't donate to schools.

I don't have time to talk to you now.

We don't work with schools.

Is this a prank call?

Student Two Task Card Round 2:

Interview Round 2

You work for the Helping Hands Domestic Violence Shelter. A student from a local high school is calling for information you agency. Your response should be generally positive.

Some responses you may provide to **student one's** questions are:

Why do you need this information?

Is your school looking for a place to perform community service?

Are the kids who will be performing service in trouble?

What are you going to do with this information?

How can I contact your school and who do I need to talk to?

What class are you doing this for?

Are you taking this class because you are in trouble?

Where can I send you some printed information about our group?

What kind of things do you have in mind to help our group?