

# “Breaking the Ice”

## How to Break the Ice and Say Hello on the Initial Interview

I suggest beginning like this. Walk up to someone, shake their hand, ask them to join you and say.

1.- Hi, ... So you work or worked at \_\_\_\_\_ Hotels or \_\_\_\_\_ Resort Co. What’s it like to work there?

### Let them talk, then ask:

2.- “What would you say is your company’s (or ex company) hotel or resort biggest competitive advantage?

Then ask and listen intently

3.- “ How does your hotel or company make the most of it employees skills?

Perhaps it seems casual. It’s not. It’s honest. You would be perceived as if you don’t know something you’re really interested in, and you’re asking. While someone might be surprised, most are sensitive to inquiring minds – as long as it’s not a personal topic. Work topics always open a conversation. Never ask company financial questions anyone who would answer, you certainly do not wish to hire.

4.- Let them talk. Then they certainly will ask you some questions. Just answer casually. Ask more questions about their work. People like this.

### Then add ... this is a good question

5.- What have you read or learned recently that has influenced how you do or did your job better?

You’re now making a great conversation and getting to know someone! Breaking the ice casually does not seem like you are doing a structured interview which it is; but what makes it great is that you’re letting them do the talking about something almost everyone likes to discuss: themselves.

We’re all different. So no two conversations and topics will be the same, once you have let them loosen their tie after these “Ice Breakers” continue on with your “structure interview questions based on the role you are interviewing for ....

6. How would you define success for this role you are applying for?

