



Module: Professional Career Development

Module Code: BMSW4012

Assignment Title: Job Interview Practical Task

Student Name: Diana Racovita

Student ID:

Table of Contents

Introduction.....	3
Job Description	4
Cover Letter	5
CV for matching the Job	6
Interview Answers	7
Conclusion	9
References.....	10

Introduction

The following context will focus on a fictitious job at Marks & Spencer, based on which a job description will be created. This will be followed by a cover letter and a CV relevant to the chosen fictitious job. The following context will further provide answers to probable interview questions for the chosen job role.

Job Description

 EST. 1884 Job Description Graduate Trainee in Retail Management
Location: London, UK. Type: Entry-level, Full-time Department: Retail Management Salary: £26,000 per annum
Overview of the Role Work with M&S as a Graduate Trainee in our Retail Management operations to become a major part of the next generation of M&S leaders. This role is designed for providing graduates with practical experiences in our retail operations, team leadership, and customer service. Our experienced managers will mentor you, and your contribution will play a significant role in the success of our stores.
Responsibilities ➤ Supporting the team to deliver superior customer service. ➤ Learning visual merchandising, sales strategies, and stock control. ➤ Managing micro teams to acquire leadership experiences. ➤ Participating in training sessions and team meetings. ➤ Supporting store events and other promotional campaigns.
Requirements ➤ Currently pursuing or have completed a degree in business management ➤ Strong communication and problem-solving skills. ➤ Problem-solving and critical thinking abilities. ➤ Passionate about delivering excellence to customers. ➤ Willingness to grow and learn.

Cover Letter

Respected HR Manager,

I have a keen interest in the role of Graduate Trainee at the Retail Management section of Marks & Spencer. As I am recently involved in Business Management studies, I am quite thrilled about the opportunity to initiate my professional life in the retail sector with an innovative and reliable company like M&S. I have been able to develop a strong base in retail-based strategies as well as consumer behaviour throughout my academic endeavour. I have also been involved in a group project based on sustainable retail, reflecting my deeper interest in ways in which ethical practices potentially boost consumer loyalty as well as brand reputation, aligning with the Plan A commitment of M&S.

My real-life experience in a small fashion retailer as a part-time employee and participation in a summer internship program have increased my understanding of the retail environment. These experiences have also helped me gain confidence in terms of working in a highly competitive environment. Therefore, now I am excited to contribute to the legacy of M&S, which holds excellence, innovation, service, and trust as core values. Besides, I have a willingness to learn and grow, while bringing a proactive mindset.

Thank you for taking my application into consideration. I would be grateful if you could provide me with the opportunity to discuss my candidacy in an interview.

Regards,

Diana Racovita.

CV for matching the Job

Diana Racovita

Contact

*****, London, United Kingdom

Email: dianaracovita@gmail.com

Phone: *****

Personal Statement

I am an adaptable and enthusiastic individual involved in Business Management studies, looking for an opportunity to initiate my career in the retail management section of M&S. I am quite passionate about teamwork, satisfaction, and ensuring brand excellence.

Education

- Secured high grades in GCSE
- Attended Level-3 qualifications
- Pursuing a Bachelor's in Business Management

Experience

- 6 months of experience as a part-timer in a fashion retail firm.
- Participated in a summer internship program at Primark.

Skills

- Strong interpersonal skills, like teamwork and communication.
- Proficiency in Microsoft Office
- Strong problem-solving and adaptability skills.
- Fluency in English.

Interview Answers

Question 1

I am interested in the role of a Trainee at M&S retail stores due to my fascination with the way innovation, customer service, and leadership help mould the success of a retail store. This specific role will offer me a suitable platform in terms of gaining practical experience while enhancing my operational as well as leadership competencies. Besides, I am mainly thrilled about the opportunity that I will get in terms of contributing to M&S, which is known for its customer trust, ethics, and quality.

Question 2

I am well familiar with M&S as I have dreamt about being a part of this company. It is one of the significant retail chains with its popularity in the global market. The company is known for its home products, clothing and beauty accessories, food products, and others. I admire the tall organisational structure of M&S, depicting a clear workflow and hierarchy, ensuring a systematic process. The mission is to “bring the magic of M&S by focusing on value, innovation, services, and quality to each customer” (Corporate M&S, 2025). Besides, the company operates on fundamental values of innovation, trust, and quality. M&S is also known for employing over 66,000 people globally, while prioritising inclusivity in its employee base (Statista, 2025).

Question 3

I mainly focus on maintaining a calm demeanour and objectivity while approaching any conflict. I try to understand the perspectives of individuals involved in the conflict in an unbiased way. Following this, I prioritise finding a solution or compromise that ensures the benefits of the involved parties. I believe in the notion that empathy and respectful communication are vital for constructively resolving any conflict.

Question 4

I think I am a good fit for this role due to my strong interpersonal skills, like communication and teamwork. Besides, my academic knowledge as well as practical knowledge that I gained from customer service experience will help me develop a better understanding of the responsibilities that I have to fulfil. Besides, I am a quick learner and adapt well. Since the retail sector is constantly evolving, strong adaptability skills will be beneficial for the job role (Castrillon, 2024).

Question 5

One of my greatest achievements is leading a charity project for a food bank. I was responsible for coordinating a team while handling its marketing activities. I also contributed to approaching loss sponsorships. This experience helped me develop community sense as improve my teamwork, leadership, and networking abilities.

Question 6

As I was involved in a part-time job at a small fashion retail company, we experienced an issue of staff shortage during rush hours. I volunteered to handle the area of the fitting room and coordinated with my colleagues to efficiently rotate breaks. This initiative of mine helped ensure that proper customer service is delivered, for which the store manager appreciated my initiative and effort.

Question 7

Once we were working on a group presentation, and one of the team members felt ill at the last moment. Therefore, I was offered to take the fellow member's role, which involved researching certain topics and delivering the presentation. I stayed up all night, preparing for the presentation and helped our team secure good grades, depicting my commitment to the success of the team, under extreme pressure.

Conclusion

The above context has discussed a practical approach to a fictitious interview at M&S for a role of Graduate Trainee in Retail Management. It has provided a job description for the mentioned role, along with a cover letter and a CV. It has also addressed certain questions for a job interview about M&S and the job role.

References

Castrillon, C., (2024). *Why Adaptability In The Workplace Is More In Demand Than Ever*.

[Online] Available at:

<https://www.forbes.com/sites/carolinecastrillon/2024/04/28/adaptability-in-the-workplace>

[Accessed 30 May 2025].

Corporate M&S, (2025). *About Us*. [Online] Available at:

<https://corporate.marksandspencer.com/about-us> [Accessed 30 May 2025].

Statista, (2025). *Marks and Spencer - statistics & facts*. [Online] Available at:

<https://www.statista.com/topics/3707/marks-and-spencer/#topicOverview> [Accessed 30 May

2025].