



# Interview/Viva Lab Available *for* 24 branches of Engineering & Technology

1	Mechanical Engineering
2	Production Engineering
3	Civil Engineering
4	Architecture & Planning
5	Electrical Engineering
6	Electronics Engineering
7	Instrumentation & Control Systems
8	Computer Engineering
9	Information Technology
10	Electrical & Electronics
11	Mining Engineering
12	Metallurgical & Materials Engineering

13	Petroleum Engineering
14	Petrochemical Engineering
15	Chemical Engineering
16	Polymer Technology
17	Plastics Engineering
18	Electronics & Telecommunication
19	Textile Technology
20	Textile Production Engineering
21	Environmental Engineering
22	Industrial Engineering
23	Bio-Medical Engineering
24	Artificial Intelligence & Machine Learning

Innovations for  
Building Personal Worth  
&  
Employability



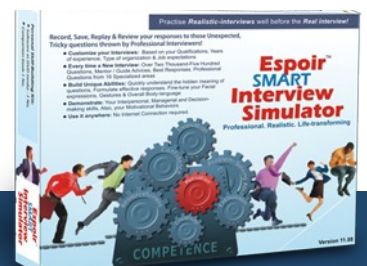
# Espoir Professional Interview Simulator & Trainer

*Command Your Professional Worth On-the-Spot!*

## Frequently Asked Questions

### A. Questions Related to the Product Features & Utility

1. What is the most important benefit I get from Espoir Interview Simulator & Trainer? [\(Ans\)](#)
2. There are many products in the market that claim almost the same. How are these products different? [\(Ans\)](#)
3. How do you identify & help the candidates who have the high probability of interview failure? [\(Ans\)](#)
4. What are the drawbacks of traditional interview training programs? [\(Ans\)](#)
5. How does Espoir Interview Simulator & Trainer help various categories of candidates? [\(Ans\)](#)
6. Why job seekers lose confidence in traditional Interview Training Programs? [\(Ans\)](#)
7. What is the structure of Espoir Interview Simulator & Trainer? What are the major features? [\(Ans\)](#)
8. How does the Simulator expose unconscious incompetence of candidates? [\(Ans\)](#)
9. I have high grades in exams and can answer the questions from my domain area. Why do I need a simulator? [\(Ans\)](#)
10. How simulator-led training is superior to online live interview training? [\(Ans\)](#)
11. How do I use Espoir Interview Simulator & Trainer? [\(Ans\)](#)
12. Which are the types of jobs for which Interview Simulator & Trainer is ideal? [\(Ans\)](#)
13. What do professional interviewers look for in a candidate in the current business environment? [\(Ans\)](#)
14. How do the Interview Simulator & Trainer build these twelve character traits mentioned in the earlier answer? [\(Ans\)](#)
15. How do you compare Simulator-led method with the traditional mock-interviews? [\(Ans\)](#)
16. I agree that simulator & trainer help me learn answer hundreds of questions. But, how can you say I will be able to answer thousands of questions in the future? [\(Ans\)](#)
17. Why is it crucial to practice interviews continuously & regularly? [\(Ans\)](#)
18. Why Spoken English Classes Can't Build Professional Interview Skills? [\(Ans\)](#)
19. Why Most Candidates are scared of Interviews? How do Simulator Practice Reduce The Fear? [\(Ans\)](#)
20. What are the few 'unavoidable' features of a Professional Interview Training? [\(Ans\)](#)



## Frequently Asked Questions (Continued...)

21. How are interviews evaluated in the Interview Simulator & Trainer? [\(Ans\)](#)
22. Why is interview evaluation not fully automated? [\(Ans\)](#)
23. If the simulator doesn't give a score, or pass/fail results, what is the use of this interview simulator? [\(Ans\)](#)
24. There are automated voice interpretation programs like SIRI, CORTANA or Eliza. Why such technologies are not deployed in Interview Simulator for the interview evaluation? [\(Ans\)](#)
25. What exactly is Simulator-led interview Training? [\(Ans\)](#)
26. How do I use the Expert evaluation coupons? [\(Ans\)](#)
27. You have thousands of questions in this program. Are you providing the answer for all? [\(Ans\)](#)
28. Can I use this simulator for practicing group discussion? [\(Ans\)](#)
29. What are the contents of the Espoir Interview Simulator Package? [\(Ans\)](#)
30. How long will it take to acquire excellent interview/interaction skills with the Interview Simulator & Trainer? [\(Ans\)](#)
31. How do you say Interview Simulator & Trainer is a "Must" for Interview Success? [\(Ans\)](#)
32. How does the Simulator-led Interview Training method work? [\(Ans\)](#)
33. What will you learn in Simulator-led Interview Training that is not possible with other methods? [\(Ans\)](#)
34. How do I prepare for my Interview Simulation sessions? [\(Ans\)](#)

## B. Questions Related to Technical & Other Matters

1. What are the system requirements for Interview Simulator & Trainer? [\(Ans\)](#)
2. How will I install the software? [\(Ans\)](#)
3. How will I receive the technical support, if I need it? [\(Ans\)](#)
4. How many computers can I install the software on? [\(Ans\)](#)
5. How do I uninstall Espoir Interview Simulator & Trainer? [\(Ans\)](#)
6. Why this program is not online? [\(Ans\)](#)
7. What is the one year warranty? [\(Ans\)](#)
8. What is the return policy? [\(Ans\)](#)

# Frequently Asked Questions

## Q: What are the unique benefits I get from Espoir Interview Simulator & Trainer?

Extensive research combined with the wisdom of conducting over 300,000 interviews offer unique benefits that is not attainable by any other method other than **Professional Interview Simulator & Trainer**.

### 1. Quick Inquisitive Listening:

- Building quick listening abilities as the question being asked.
- Quick abilities to grasp the hidden meanings of the questions.

### 2. Quick Delivery of Smart Answers:

- Building the ability to formulate smart answers on the spot, within the time constraints.
- Quick abilities to articulate answers based on the situation.

### 3. Quick Demonstration of Domain Knowledge:

- Building the ability to fluently convey the idea using right technical terminologies/word order.
- Building the ability to confidently explain complex technical theorems and experiments.

### 4. Instant Building of Likeability:

- Demonstrating attractive and assuring body-language throughout the interview.
- Building the ability to continuously speak without any verbal irritants.

### 5. Quick Absorption of Industry Wisdom:

- Demonstrating the practical industry wisdom entwined in every technical answer.
- Assuring the interviewers that he/she has the ability to work in a cross-cultural team.

### 6. Demonstration of 21<sup>st</sup> Century Skills:

- Quick abilities to add critical thinking and creative thinking into the answers.
- Demonstration of flexibility, initiative, social skills, productivity and leadership in answers.

### 7. Demonstration of English language Proficiency:

- Usage of the right idioms and phrases, phrasal verbs and vocabulary.
- Usage of various examples and anecdotes so that the candidate look genuine and professional.

### 8. Confidence in Personal Interactions:

- Elimination of the fear factor: No more anxiety, stress, apprehensions, or hesitations.
- Quickly demonstrate that the candidate is a great team player, and can face customers/clients.



For details, please visit <https://InterviewMax.com>  
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*Command Your Professional Worth On-the-Spot!*

# Frequently Asked Questions

**Q: There are many products in the market that claim almost the same. How are your products different?**

Of course there are many products for interview preparations. If they were helping the needy, we would not have been creating these simulators. We are sure that if the creators of those products could spend little time in identifying the 'root cause' of the problem, and think out of the box, those products could have been useful.

We are different because our solutions ensure results. Our products have four distinct advantages: **1.** Disruptive Innovations, **2.** Scientific Approaches, **3.** Extensive research and **4.** The professionals who drive this movement.

## 1. The Disruptive Innovation

Knowing is not enough. One should have the ability to apply it at their dire moment of need.

In order to achieve this, we developed world's first and only professional interview simulators – where you are 'actually' participating in the interview with all feelings & emotions. The software captures all your actions. Later you analyse the consequences and develop action plans for improvements so that you can apply them in the real world.

## 2. The Scientific Approach

We don't see interview failures as "English communication problem" or 'Inadequate level of domain knowledge'. We approach it as an improvement in "whole Professional Personality". Therefore, we don't re-teach grammar or brush-up domain knowledge. Simulator-led method is a pragmatic blend of educational psychology, business / industry/social needs and technology.

## 3. The Extensive Research

There are thousands of books and videos on "interview skills" and "How to succeed in Interviews". However, the question is why 98% of people fail after reading those books and watching those videos. Our products are the result of extensive research about "What went right" and "What went wrong" with over 37,000 interview candidates for about six years.

## 4. The Professional Team

Espoir Professional Interview Simulator & Trainer has been conceived & developed by a global team of 52 professionals after realising the crucial need. They have a collective experience of conducting over 200,000 interviews in Engineering, Technology and Management. They have witnessed the tragedies happening in interview rooms and their repercussions in individual's life & society.



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*Command Your Professional Worth On-the-Spot!*

# Frequently Asked Questions

## Q: How do you identify & help candidates who have the high probability of Interview Failure?

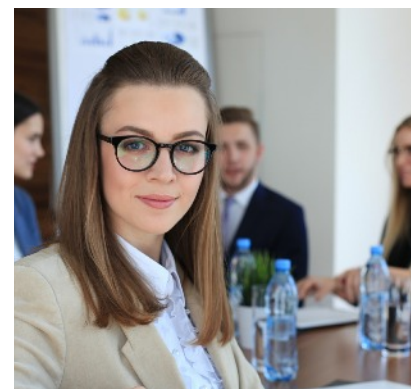
A: According to various research, 98% of deserving candidates fall into under-employment or unemployment due to their inability to succeed in job interviews. In our extensive studies that involves over 37,000 candidates, **we found that the candidates with high probability of interview failure fall into three categories:**

Category	Characteristics
Category - 1 <b>Unconsciously Incompetent</b> (46%)	<ul style="list-style-type: none"> <li>• They don't know what they don't know. They are not aware of their own shortcomings.</li> <li>• They blame everything/everybody else, except themselves for all their interview failures.</li> <li>• According to them, they are doing very well, and they are victims of 'interview conspiracies'.</li> <li>• <b>These candidates are "Unconsciously Incompetent". Therefore they don't think of improvements.</b></li> <li>• They don't get any feedback about their performance, or they don't allow anybody to give feedback.</li> </ul>
Category - 2 <b>Incompetent On-the-Spot</b> (40%)	<ul style="list-style-type: none"> <li>• They are unable to aptly respond at the moment. For example, they don't quickly understand questions, they forget key terminologies, they are unable to formulate ideas and plan the flow of sentences, they make mistakes in grammar and usage, etc. They demonstrate awkward body-language under stress.</li> <li>• <b>After the interviews, they say "I should have answered like this", "I did a blender by behaving like that".</b></li> <li>• They have tried traditional methods to improve their interview skills, but no satisfactory result.</li> <li>• Most of them lose confidence that they would be able to perform in an interview anytime in their life.</li> </ul>
Category - 3 <b>Super Anxious</b> (12%)	<ul style="list-style-type: none"> <li>• <b>Their first impulse in the interview room is to tighten their bodies, and shut down their minds.</b></li> <li>• He/She becomes the opposite of receptive and playful. He/She stops noticing relevant things about interviewers. He/She stops collaborating, and stop making interpersonal connections.</li> <li>• Anxiety clouds everything – including 'presence of mind'. It is the basic requirement for "inductive reasoning" and "creative problem solving" the two ingredients for answering Technical &amp; HR questions.</li> <li>• They go blank. When they forget themselves, they create salutations for others to remember.</li> </ul>

### Similar Questions

30. How long will it take to acquire excellent interview/interaction skills with the Interview Simulator & Trainer? [\(Ans\)](#)

25. What exactly is Simulator-led interview Training? [\(Ans\)](#)



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# Frequently Asked Questions

## Q. What are the Drawbacks of Traditional Interview Training Programs?

According to the sources in industry & higher education, 98% of candidates are forced to under-employment or un-employment due to just one reason - failure to perform in job interviews. This shatters the dreams of the candidates, families and the society.

**And the traditional trainers believe that candidates fail in interviews due to the following three reasons:**

- The candidates lack English proficiency
- They need to improve their domain knowledge
- They need to learn better body-language

**And they offer the 'usual solutions' as the diagnosis is the same:**

- They re-teach English grammar, and encourage mugging-up vocabulary.
- They ask the candidate to practice body-language in front of a mirror – like a puppet.
- They ask the candidates to build confidence.

**The traditional trainers conveniently forget that most candidates fail in the interviews are proficient in English, have domain knowledge and don't exhibit poor body-language - in normal environments.**

With the experience of conducting over 200,000 interviews, and from the research involving over 37,000 candidates, we have the experience that the core reasons of interview failures are the following:

1. the ability to quickly understand the 'real question' in the 'question'.
2. Lack the answering reflex - Can't formulate the right answer on the spot.
3. the ability to respond on the spot.
4. Poor body-language under stressful conditions
5. Inability to limit the answers within the permissible time limit.
6. Inability to remain likeable throughout the interview.
7. Inability to keep the communication professional.
8. Over use of textbook language etc. etc.



The simulator-led program stresses the need of performing convincingly on the spot. While doing so we insist on developing English skills, domain knowledge and body-language.

And the most important difference is that in simulator-led program, the candidate is a participant, NOT an onlooker. Therefore, the success is ensured.

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# Frequently Asked Questions

## How do the traditional Interview Training Programs ruin the future of well qualified youngsters? (Continued...)

The following table shows what is needed to be done to improve the interview success for all three categories of candidates and what traditional training programs do.

Category & Core Problem	What A Successful Interview Training Program Need to do?	What Do Traditional Methods Do?
Category - 1 <b>“Unconsciously Incompetent”</b>	Must convince the candidate that he/she has shortcomings that is detrimental to their future.	Nothing
	Must convince the candidate that he/she can overcome these shortcomings	Nothing
	Must convince the candidate that the method available to him/her is superior, and will give results.	Nothing
Category - 2 <b>“Incompetent on the spot.”</b>	Must provide thousands of opportunities to answer on-the-spot realistic (Technical + HR) interviews.	Limited question & answers.
	Must provide the opportunity to learn from his/her own performance.	A few minutes of mock-interviews
	Must provide thousands of opportunities to practice with contextual assistance.	Don't do
Category - 3 <b>“Super Anxious”</b>	Must shift the focus from fear to the interview questions by providing on-the-spot realistic (Technical + HR) interviews.	Limited to few motivational speeches
	Must provide the opportunity to learn from his/her own performance in realistic interviews.	A few minutes of mock-interviews
	Must provide thousands of realistic interview (Technical + HR) opportunities to practice with contextual help.	Don't do

What is the result of the Traditional Interview Training Programs? The candidates fail again and again. They lose confidence. They are forced to under-employment and un-employment.

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# Frequently Asked Questions

## Q. Why job seekers don't trust traditional Interview Training Programs?

**Answer:** We trust something only if we are convinced about the promised possible results. Think of what happens in the traditional interview training programs:

- Candidates don't see success in earlier participants. The program has not transformed them a bit.
- Candidates don't see any difference in the training approaches - the same failed approach.
- Candidates realise that the training material are the same that they get even on their smartphones.

Therefore, they don't have expectations. They lose confidence.

When there is no confidence, no candidate invests his/her time and other resources. Best efforts are not forthcoming. It becomes a time pass.

**According to Vroom's expectancy theory**, a candidate is motivated to the degree that he or she believes that

(a) effort will lead to acceptable performance (expectancy),

(b) performance will be rewarded (instrumentality), and

(c) the value of the rewards is highly positive (valence).

As depicted below.

**Motivation = Expectancy X Instrumentality X Valence**

No wonder, students are not motivated to take up traditional interview training programs. And the faculty that pushes age-old, no use methods are not aware of the new result-oriented methods, not sincere about their jobs, or have vested interests.



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*Command Your Professional Worth On-the-Spot!*

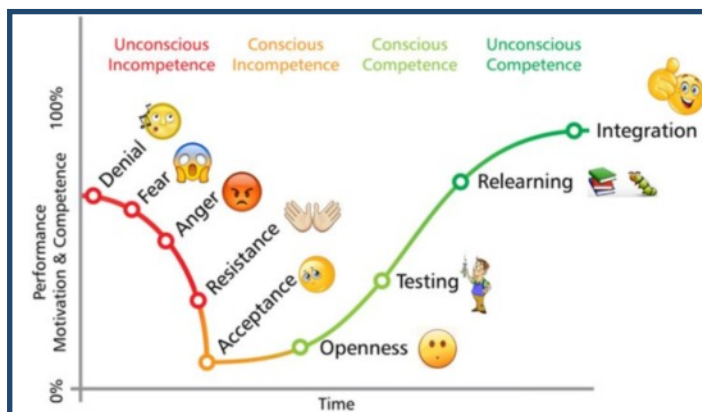
# Frequently Asked Questions

## Q. How does Espoir Interview Simulator & Trainer help succeed various categories of candidates?

A. Espoir Interview Simulator & Trainer addresses the root cause of the problem in all three categories of candidates: That is, Category-1, Category-2, and Category-3. Let us look at Category-1:

**Category - I Candidates: “Unconsciously Incompetent.”** They Don’t Know What They Don’t Know: They refuse to believe that their interview failures are due to their won shortcomings.

The program must do the following	What Do Traditional Methods Do?	What Do Espoir Simulator & Trainer Do?
Must convince the candidate that he/she has certain shortcomings that is detrimental for their future.	Nothing more than the faculty member’s general talk about the candidate’s shortcomings.	<ul style="list-style-type: none"> <li>• The very first interview session on the Interview Simulator will be an eye-opener.</li> <li>• Seeing is believing. Candidates see their shortcomings with their own eyes - videos worth one million words. No more convincing is needed.</li> </ul>
Must convince the candidate that he/she can overcome these shortcomings	Nothing more than faculty member’s “it is possible” pep talk - without any supporting evidence.	<ul style="list-style-type: none"> <li>• The candidate receives specific feedback on the improvements needed on key skills.</li> <li>• The candidate get to know the innovative features on simulator &amp; trainer on which he/she can positively acquire skills.</li> </ul>
Must convince the candidate that the method available to him/her is superior, and will give results.	Nothing	<ul style="list-style-type: none"> <li>• The candidate compares the features and methods of Interview Simulator &amp; Trainer and makes sure that similar methods are innovative and is giving results.</li> <li>• The candidate realises that Interview Simulator is the natural way of acquiring skills - human friendly, practical and comfortable.</li> </ul>



**The very first Interview Simulation will be a shock & revelation!**

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# Frequently Asked Questions

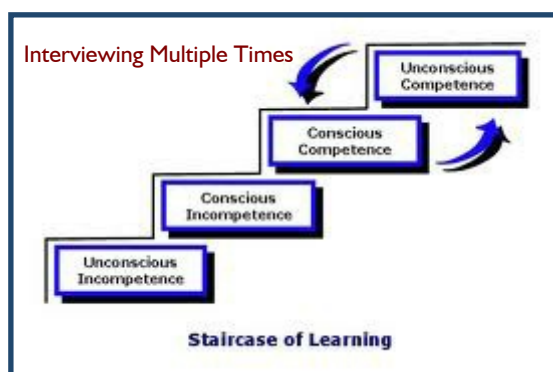
## How does Espoir Interview Simulator & Trainer help succeed various categories of candidates?

(Continued...)

A. As we explained earlier, Espoir Interview Simulator & Trainer addresses the root cause of the problem in all three categories of candidates: Category-1, Category-2, and Category-3.

**Category - 2 Candidates: Can't Perform On the Spot:** They are unable to aptly respond at the moment during interviews - don't understand questions at one go, don't get ideas to respond, use wrong terminologies etc.

The Training Program Must do the Following:	What Do Traditional Methods Do?	What Do Espoir Simulator & Trainer Do?
Must provide thousands of opportunities to answer on-the-spot realistic (Technical + HR) interviews.	Limited number of questions & answers.	<ul style="list-style-type: none"> <li>It allows the candidate to customise his/her required topics and attempt any number of realistic (Technical-HR) interviews.</li> <li>Seeing is believing. Candidates see their shortcomings with their own eyes - videos worth one million words.</li> </ul>
Must provide the opportunity to learn from his/her own performance.	A few minutes of mock-interviews	<ul style="list-style-type: none"> <li>It provides opportunity to receive continuous feedback as Improvements are the result of multiple iterative processes.</li> <li>It captures the usage of words, terminologies, body-language etc so that the candidates benefit from all-round improvement.</li> </ul>
Must provide thousands of opportunities to practice with contextual assistance.	Don't do	<ul style="list-style-type: none"> <li>It provides thousands of opportunities to attempt realistic interview practice sessions - the sequence follows the professional interviews.</li> <li>The candidate can go for contextual help in best responses, guide's advice etc for each interview question.</li> </ul>



**Ingraining by Repetition:  
Making of a Habit!**

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# Frequently Asked Questions

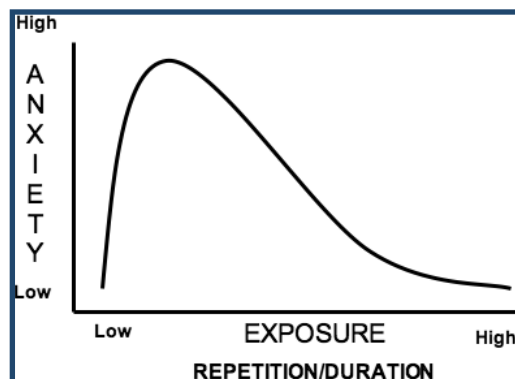
## How does Espoir Interview Simulator & Trainer help succeed various categories of candidates?

(Continued...)

We have discussed about Category-1, and Category-2 candidates. Let's see how Category-3 candidates get benefited.

**Category - 3 Candidates: Super Anxious:** Their first impulse in the interview room is to tighten their bodies, and shut down their minds.

Training Program Must Do the Following	What Do Traditional Methods Do?	What Do Espoir Simulator & Trainer Do?
Must shift the focus from fear to the interview questions by providing on-the-spot realistic (Technical + HR) interviews.	Limited to few motivational speeches	<ul style="list-style-type: none"> <li>It allows the candidate to attempt professional interviews one after another any number of times. According to professional psychologists the only way to get rid of anxiety is to perform the anxiety provoking tasks infinite number of times in similar environments.</li> <li>Seeing is believing. Candidates see their improvements with their own eyes - videos worth one million words.</li> </ul>
Must provide the opportunity to learn from his/her own performance in realistic interviews.	A few minutes of mock-interviews	<ul style="list-style-type: none"> <li>It provides opportunity to receive continuous feedback as Improvements are the result of multiple iterative processes.</li> <li>It captures the usage of words, terminologies, body-language etc so that the candidates benefit from all-round improvement.</li> </ul>
Must provide thousands of realistic interview (Technical + HR) opportunities to practice with contextual help.	Don't do	<ul style="list-style-type: none"> <li>It provides thousands of opportunities to attempt realistic interview practice sessions - the sequence follows the professional interviews.</li> <li>The candidate can go for contextual help in best responses, guide's advice etc for each interview question.</li> </ul>



**Anxiety reduces with  
increase in exposure.**

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# Frequently Asked Questions

## Q. What is the structure of Espoir Interview Simulator & Trainer ? What are the major features?

**Answer:** It has two parts: **Part 1. The Simulator**, and **Part 2. The Trainer**

### Part 1. The Professional Interview Simulator:

- The first and only professional interview simulator in the world.
- It provides the candidates the opportunity to attempt any number of realistic interviews before the real interview.
- The Interview Simulator is available in over 18 areas of Engineering, over 10 areas of Management and about 8 areas of Technology.
- Each of the above has over 5000 carefully selected interview questions in video format embedded in Interview Simulator.
- Interview Simulator truly imitates the professional interviews in such a way that it emulates the same feelings of attempting a real interview. It blends technical questions with incisive HR questions. These questions are thrown at the candidate based on his/her personal profile / customisation.
- The candidate can attempt any number of new interviews.
- Interview Simulation is an Iterative Process of attempting interviews, receive feedback, create action plans, Execute the plan in trainer module, attempt another interview..... The cycle need to be repeated till the candidate reaches the required level of interview/interaction/presentation skills that is required by his/her dream job.

**Part 2: The Interactive Trainer:** It provides infinite opportunities to overcome the shortcomings found while attempting interviews on the Professional Interview Simulator. **The Trainer has 3 Modules:**

- **Module 1. Interactive Interview Trainer:** In this module the candidate can attempt infinite number of realistic, professional practice sessions - the candidate can face questions, answer them, playback the answer for analysis, refer to best responses, seek guide's advices etc.
- **Module 2: Professional Competency Tests:** The candidate can attempt competency tests according to his/her selection of the Simulator subject like various subjects from Engineering, Technology and Management.
- **Module 3: Questions & Insights:** According to industry sources over 88% of the candidates don't respond to interviewers' questions effectively because they don't understand the inner (hidden) meaning of the questions. The questions & Insights section has three objectives:  
**Objective 1:** Make the candidate familiar with the questions (when asked only once) and their hidden meanings.  
**Objective 2:** Improve the candidate's communication skills in writing and listening.  
**Objective 3:** Provide the candidates with the right words, usages, idioms & phrases, other interview/managerial terminologies so that the candidates' answers look natural and professional,

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# Frequently Asked Questions

## Q. How does the Simulator expose unconscious incompetence of candidates?

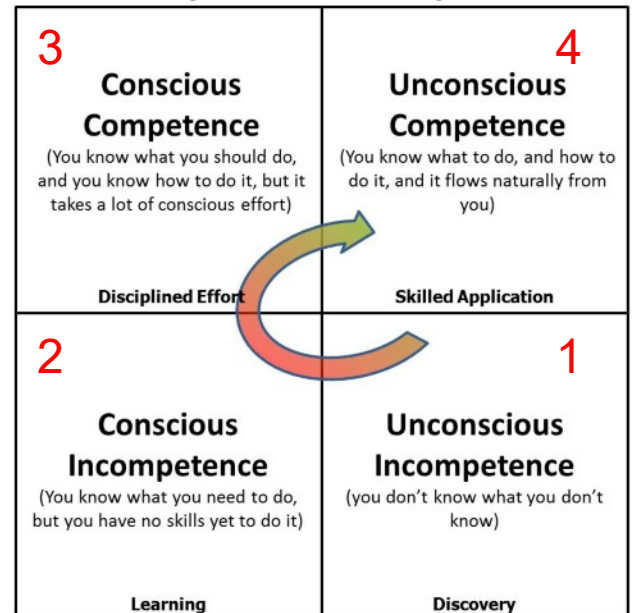
**Answer:** “Unconscious incompetence” is a giant career killer. It steals away the career prospects of over 46% of candidates.

They are totally unaware of their shortcomings. Due to the personal and societal issues, even their closest friends/relatives/teachers don’t bring such crucial points to the candidates attention.

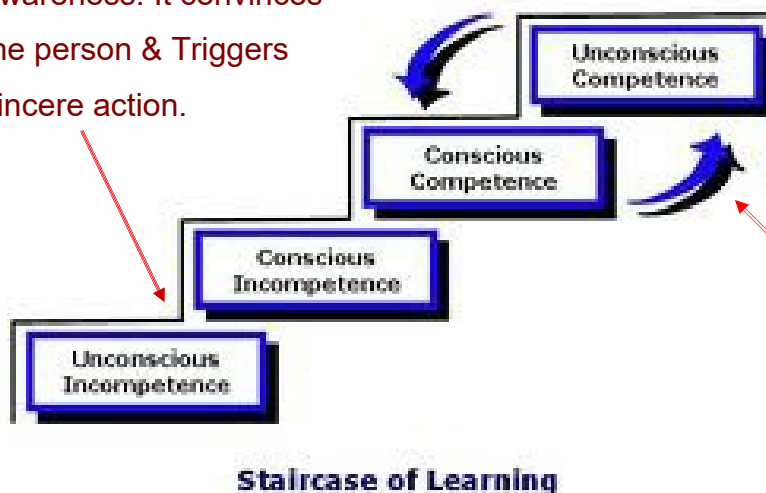
As most of the university examinations are in writing, the inability to convincingly speak on the spot is not considered a crucial skill. Therefore, most candidates reach the interview level without acquiring this make or break ability.

The very first use of the Interview Simulator exposes the candidate’s shortcomings. For most candidates this comes as a shock. They never imagine themselves in this way. Such a shock ensures that the improvement efforts originates from the candidate and is sincere.

### The Cycle of Development



Simulator creates quick awareness. It convinces the person & Triggers sincere action.



Continuous iterative process of the Simulator ensures that the candidate attains mastery, or the habit becomes their second nature.

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# Frequently Asked Questions

**Q. I have high grades in examinations. I can answer to the questions from my domain area.**

**Why do I need a simulator?**

**Answer:** If you have good grades in university examinations, one thing is sure - you have a very good chance of reaching the interview stage of the selection process of many companies.

**The challenge starts there.**

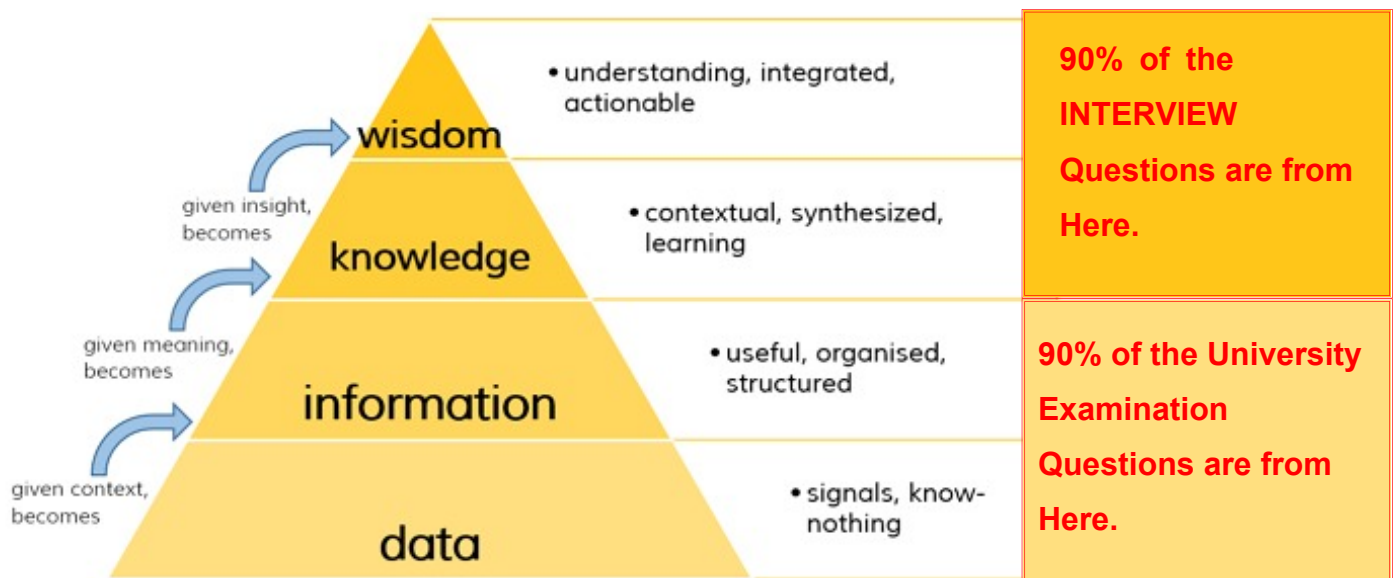
Research says, 90% of the university examinations consist of Data (raw facts), and information (a suitable context given to the data). Why? These questions are easy to ask, easy to answer, and easy to evaluate. Therefore, such questions sustain in the education system.

However, when it comes to competitive professional interviews, you are faced with questions from Knowledge, and Wisdom.

**Knowledge & Wisdom level questions are NOT stock questions. They are spontaneous.** You must think on your feet and should be able to answer on the spot.

Therefore, to safeguard your educational qualifications, it is imperative to build the crucial skills of thinking on your feet and answering on the spot.

**To build such skills, you need Interview Simulators**



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# Frequently Asked Questions

## **Q: How simulator-led training is superior to online live interview training?**

**Answer:** Interviewing is a psycho-motor skill. You can become proficient in it only by performing it in actual situations, consistently for a long period of time.

If you are able to find an expert with industrial experience in your domain area, who has enough ability to quickly ask wide range of questions, who can devote enough time at mutually convenient time slots, at an affordable rate, with a commitment to work with you until you reach the required level of expertise, you can opt for an online live interview training.

However, 94% of the online live interviewers are unemployed, looking for a side income, never been successful in any professional interview, have just bookish knowledge, has maximum stock of 30 to 40 questions, and don't have ability to review your responses, suggest countermeasures or advice on developing your personality.



### **Compare this with the Benefits from Interview Simulator & Trainer:**

- Over 5000 questions from about 50 topics of your specialised area asked at random or based your customisation. These questions are blended with HR questions just like any professional interview.
- Questions are handpicked by a team of 52 professionals with over 200,000 interview experience. They have applied their industry wisdom while selecting questions and answers.
- You can use it at any time and any number of times. Wide range of questions and interviews won't repeat unless you want.
- Trainer module with 'best responses' and 'timely guide's advices', that help you to gain the 'inner wisdom' of getting into employment and sustaining your employment.
- Whole family and friends can use it for many years to come with just one time investment.

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# Frequently Asked Questions

## Q. How Do I use Espoir Interview Simulator & Trainer?

### Brief Description on the use of Professional

#### Interview Simulator:

1. Create your personal profile. Username and Password.(No Internet connection required)
2. Proceed to the interview. Wear formal interview attire. Select the Focus areas for the current interview, ie, Focus 1, Focus 2, Focus 3.
3. Start the interview. Interviewers appear and start asking questions. Understand every questions and answer appropriately. Continue until interviewers conclude your interview.
4. Save your interview.
5. Use the interview evaluation methods: Self Review, Peer Review, Mentor Feedback and Espoir Expert Review.
6. Analyse the feedback & Create the action plan. Apply it in the interactive trainer and conform the improvement.
7. Take the same or another interview on Professional Interview Simulator. Repeat the process.
8. Continue the iterative process until you reach the level that is required by your target employment.

Also, visit the answer to the questions, "How is interview evaluation done in the Interview Simulator & Trainer?"

### Brief Description on the use of Trainer.

1. **Interactive Trainer:** Log in and proceed to the practice sessions.
2. Click start button. Your interview practice session begins. There are infinite number of practice sessions.
3. Face the questions. Answer them if you can. Or refer to the 'best responses' or seek 'guide's advice', or refer to the companion book. Now answer. Play and replay till you are happy with your overall response. Continue till the end of the first interview session.
4. Repeat this any number of times.
5. **Competency Tests:** Interactive Trainer consists of a series of competency tests in your selected domain area. This will help you not only for the interviews and viva but also for all other competitive examinations.
6. **Questions & Insights:** Over 88% of the candidates don't respond effectively in an interview because they don't understand the hidden meaning s of the questions. This unique section not only trains in this but also improve communication skills.
7. **Outsmarting the Smart:** Smart people learn from others' mistakes. In this section there are 44 case studies where good candidates lost excellent opportunities and how to learn from these.
8. There are many more features.

For more details, screen shots, explanations and demonstrations, please visit [www.interviewmax.com](http://www.interviewmax.com) and proceed to the web page of your specialisation.

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# Frequently Asked Questions

## Q: Which are the types of jobs for which Interview Simulator & Trainer is ideal?

Espoir Interview Simulator & Trainer helps you in developing on-the-spot interaction skills. These transferable can be used anywhere, to find any types of jobs.

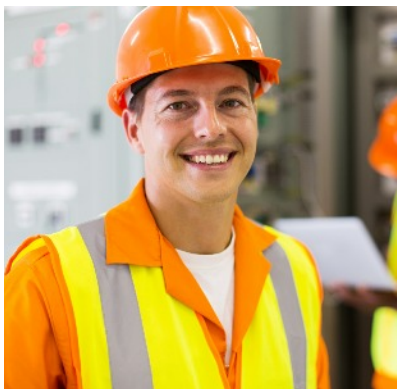
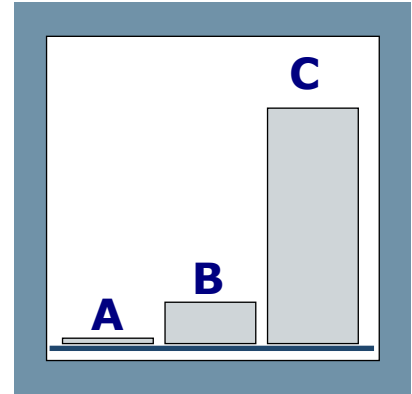
Regarding the jobs, considering the current economic / business / employment scenario, the following are the type of companies, that you see in the market:

**A.** The companies that are into pure 'research & development'. They look for 100% techies with 'super-human-domain-skills'. If you are NOT a wizard in your field, these jobs might not be for you! **But, they constitute only 0.2% of the overall jobs.**

**B.** 18% of companies hire only to fire you later. They are short-sighted and lack vision or ethics. **If you are ambitious, and self-respecting, avoid them!**

**C.** 82% of companies look for smart candidates who can execute projects, and show tangible results. They need quick learners, and team players, who can convince and inspire with their ideas.

**This Interview Simulator is for Winning the types of jobs that is described in 'C' in a competitive job market so that you can lead a satisfying professional life with self respect.**



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*Command Your Professional Worth On-the-Spot!*

# Frequently Asked Questions

## Q: What do professional interviewers look for in a candidate?

The tragedy is 98% of the preparations involve revisiting technical topics - books, notes and the Internet. However, modern day interviewers look for the other characteristics of the candidates. There are three reasons:

1. The proofs like university mark lists, certifications, and the preliminary exam results are enough to confirm a person's 'workable' knowledge. There is no need to rake up the academics again.
2. When technical knowledge is available on smartphones or company intranet sites, what is the need of recruiting a human to duplicate what machine can do?
3. Academic institutions are way behind in practical applications of technology. Therefore interviewers do not give much value for the same.

The fact is that 98% of the interviewers look for the following behaviour-cognitive skills even while asking technical questions. They DON'T like too right bookish answer. They are looking for the right approach and behaviour that is imperative to succeed in the job. For example,

1. The candidate's perception, because that decides his/her approach towards work.
2. The candidate's attention, the ability to manage competing demands in the company environment.
3. Memory and motor skills needed to execute the assigned job.
4. Command of language suited for the position applied for.
5. Visual and spatial processing abilities.
6. Flexibility: The capacity for quickly switching to the appropriate mental mode.
7. Theory of mind: the insight into the other person's inner world.
8. Ability of anticipation: Prediction based on pattern recognition.
9. Problem solving ability: First the ability to define the problem. Then, the ability to generate multiple solutions to that problem.
10. Sequencing: The ability to breakdown complex actions into manageable units and prioritize them in the right order.
11. Decision making: The ability to make decisions based on problem solving, on incomplete information and on emotions.
12. Emotional self-regulation. The ability to identify and manage one's own emotions for good performance.

Interviewers believe behaviour predicts behaviour. Most people can't hide their true behaviour when they respond to questions on the spot.

Therefore, it is crucial to develop the skills to respond convincingly on the spot. The major purpose of the interview simulator & trainer is to ensure that you respond convincingly on the spot.

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# Frequently Asked Questions

## **Q: How do the Interview Simulator & Trainer build these twelve character traits mentioned in the earlier answer?**

The approach can be summarised like this: First understand your current abilities and shortcomings, and then build on your strengths and eliminate your shortcomings.

While responding to the questions in the realistic interviews of the simulator, you demonstrate your ability to respond convincingly on the spot. Understand the shortcomings from the evaluations.

In the Trainer module, all sample answers and guide's advices are created in such a way that they induce the wisdom of decades of industry experience even to a new comer.

## **Q: I agree that simulator & trainer help me learn answer hundreds of questions. But, how can you say I will be able to answer thousands of questions in the future?**

You have heard about "Transferable Skills". Transferable skills are skills that you can take with you from one situation to another, from one job to another. The unique skills that develop through these simulators are important not only to the employers, but also to your friends and family members.

What you ingrain through the Simulator & Trainer are transferable skills.

A classical example is your car driving test. If you can comfortably negotiate an '8', manage an 'H', climb a ramp etc, they will give you the driving licence allowing you to drive on any road on the planet. But, have you driven your car on every road on the planet before the test? No.

Similarly, the questions, answers, comments, advices etc in the simulator and trainer are created in such a manner that if you follow them, you can succeed in any industry/business situation.



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# Frequently Asked Questions

## Q: Why is it Crucial to Practice Interview Continuously & Regularly?

Responding 'meaningfully' and 'convincingly' on the spot is a habit so that 'such a powerful ability' is available to you without any conscious effort. It is important to work regularly on the habit-making activities.

- You are expected to maintain the right amount of eye contact, not to fidget, take care of the posture while standing and sitting, avoid "closed" body language etc. This is crucial when you are caught off-guard with an un expected question. This ability can be acquired only by Realistic Regular Practice!
- You are expected to give a prompt unwavering response to each Interview Question. You must listen properly and understand the question for its hidden meanings, take a moment or two to frame the right response, and deliver the answer with the right body-language. This ability can be acquired only by Realistic Regular Practice!
- You are expected to reveal the right amount of information when you respond! You must ensure correct phrasing and maintain coherence of speech when you express your opinions. You must remain focused and stress your strengths throughout the interview process. This can be acquired only by Realistic Regular Practice!
- There are about one hundred stock questions regarding your 'educational qualifications', 'attributes that make you unique', 'things you can accomplish', 'what you know, what you have accomplished', 'strengths and weaknesses' etc etc for which you must have convincing scripts and you must present them like a story. This ability can be acquired only by Realistic Regular Practice!



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*Command Your Professional Worth On-the-Spot!*

# Frequently Asked Questions

## Q: Why ‘Spoken English Classes’ Can’t build Interview Skills?

A job interview is all about ‘convincing the interviewer’. ‘Convincing’ involves the whole personality. Training programs don’t reveal the candidates’ current ‘ability to convince’.

**Result:** Participants think big about themselves, and don’t take training seriously.

They teach questions & answers. However, what is to be trained is the ‘ability to assertively respond’ in stressful situations - verbally and non-verbally.

**Result:** Isolated interview questions & videos don’t help the candidates acquire the skills to handle stressful situations as they are not personally involved in the activity.

No Realistic Practice Sessions, where the candidate is exposed to realistic interview situations. More talk and less work. No opportunity to continually practice professional interviews.

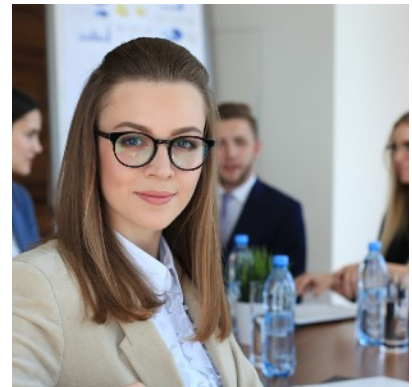
**Result:** Most candidates fail to respond even to those questions for which they know the answer.

Programs don’t customize and combine candidate’s domain competency with their key personal characteristics and future ambitions.

**Result:** Candidates don’t present their own chosen field with confidence and pride, and fumble while answering blended questions.

The Few-Minutes Mock Interviews. Mostly, this happens only once. Opportunity to feedbacks are limited. Continuous improvements cannot be verified.

**Result:** Candidates don’t acquire the spontaneity, Quickness, Smartness or the ability to think on their feet so that they can handle a professional interview.



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*Command Your Professional Worth On-the-Spot!*

# Frequently Asked Questions

## Q: Why Most Candidates are scared of Interviews? How do Simulator Practice Reduce The Fear?

- When the candidate enters the interview room, he/she feels the isolation, and the “I am alone, and I am helpless” feeling.
- The (scary) sight of strange people, who speak a language of another (corporate) culture.
- Unexpected mix of Technical and HR questions thrown at random.
- Uncertainty about the duration of the Interview, number of questions etc.
- Failure to maintain eye-contact and a likeable facial expression, gestures, postures and stance.



### Why Mock Interviews Fail to Reduce Them?

- In a mock interview, he/she never gets that feeling of isolation. Imagine all the people (sometimes, including a cameraman!) present during a mock interview.
- In most mock interviews candidates face interviewers who are familiar to them. (sometimes, the trainer himself is the interviewer!).
- In most mock interviews, Interviewers have knowledge/experience limitations to throw effective mix of Technical and HR questions.
- In most mock interviews, there is a ‘certainty’. The candidate is aware of the time allotted and the number of his/her friends wait in the line.
- In mock-interviews, the recording is done from one side (not from the front). The candidate never gets a convincing feedback of how the interviewers see and judge him/her.

### How Interview Simulator Builds the Crucial Interview Skills Quickly?

- The candidate can be alone in the room as the program is customized and automated. Candidate experiences the same “I am alone, I am helpless” feeling of real interviews.
- Professional interviewers, who are strangers to the candidate directly ask questions to the candidate.
- Unexpected and random mix of Technical and HR questions from a huge databank that no mock-interviewer can ask.
- Full of uncertainty about the duration and number of questions. The pressure builds up as the interview progresses.
- Computer screen with WebCam is the interviewer. Each and every nuances of the candidate is captured for generating report, evaluation and review.

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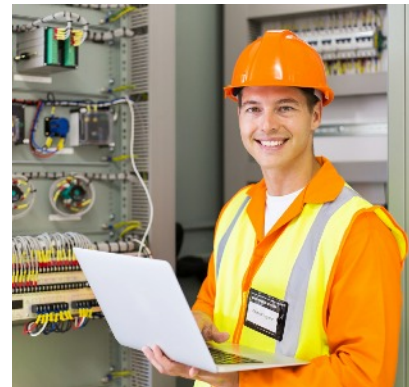
# Frequently Asked Questions

## Q: What are the “must-have”s or “unavoidable features” of any Professional Interview Training?

Interviews are the future shaping moments not only for the candidates but for the company as well. Wrong recruitments can ruin projects and business prospects.

Considering the seriousness of the activity, the interview training programs must have the following factors built into it.

- Must be an eye-opener for the candidates about their current level of interview skills.
- Must be customisable to candidate’s current level of skills, and future ambitions.
- Must cultivate result orientation in verbal and body language.
- Must build reflex and prepare candidate to handle rapid, random questions.
- Must help fine-tune body-language and provide feedback on interview etiquette.
- Must build ability to handle complex, twisted HR questions.
- Must help fine-tune the domain knowledge from the job interviewing Angle.
- Must build ability to have coherence of speech while expressing opinions and answering.



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*Command Your Professional Worth On-the-Spot!*

# Frequently Asked Questions

## Q: How are interviews evaluated in the Interview Simulator & Trainer?

There are FIVE options for evaluating your recorded interviews:

1. **Auto Report:** Interview Simulator has an in-built evaluation systems and it generates an Auto Report after processing your interviews. *(As the Artificial Intelligence technology for evaluating 'Speaking Discourse' is still infant, we claim about 60-70% accuracy for this report. However, it provides a lot of information and is an eye-opener. Also it is an innovation and only one of its kind.)*
2. **Self Review:** Evaluate your own performance against the checklist provided in the software. *(Do this multiple times and improve yourselves before progressing to the second level of evaluation.)*
3. **Peer Review:** Request a friend to evaluate your performance against the checklist provided in the software. *(Do this multiple times and improve yourselves before progressing to the third level of evaluation.)*
4. **Mentor's Feedback:** Request a person much senior to you and qualified to mentor you to give feedback.
5. **Espoir Experts' Review:** Record your interviews and send the videos for the review by Espoir experts. You can use the three free coupons provided in the software.



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*Command Your Professional Worth On-the-Spot!*

# Frequently Asked Questions

## Q: Why is interview evaluation not fully automated?

We use Artificial Intelligence algorithms for certain functions of this simulator. **However, when it comes to the evaluation of the ‘spoken discourses’, artificial intelligence technologies are still cannot be used because the current level of technology doesn’t give results anywhere near to the reality.**

The current PSSH system (The Physical Symbol Systems Hypothesis) tries to provide a framework for the study of knowledge-based intelligence, i.e. intelligence based on the construction and manipulation of models, this is less the case for behavior-based intelligence, i.e. intelligent behavior based on direct associations between sensory input and motor output without intermediate models.

As we know, language processing is an instance of both – that is, behavior-based and knowledge-based intelligence. That is the reason, computers are successful in playing chess, solving algebra problems, or recognizing visual objects, but fail in understanding the true meaning of a spontaneously spoken sentence (discourse), combined with the facial expressions and gestures.

**Therefore, the spoken Interview evaluation, along with the candidate’s emotions and body-language is a distant dream. That is the reason the interview evaluation cannot be FULLY automated.**

If any software claims to provide automated scores, and pass-fail report for an interview like this, they are trying to misguide you – as the Eliza software did in 1966!

## Q: If the simulator doesn’t give a score, or pass/fail results, what is the use of interview simulator?

Think of the latest MRI scanning machines.

Do they automatically issue a list of medicines and offer advices on medical procedures? No. Then, why do we use such expensive machines? They make hidden things visible and clear so that doctors can apply their wisdom to interpret that data for deciding on the required medication .

The same is applicable to the interview simulator. When the candidate is exposed to the realistic interview environments, his/her responses indicate their true behaviour. This is the base for creating the action plan considering the candidate’s current situations and future ambitions.

Interview evaluations are always subjective. Anyone who attends an interview must understand this fact. What one can do is to put forth the best efforts and avoid common mistakes.

If any software claims to provide automated scores, they are trying to misguide you.

## Q: There are automated voice interpretation programs like SIRI, CORTANA or Eliza. Why such technologies are not deployed here for interview evaluation?

SIRI and CORTANA are virtual assistants developed to ease the computer usage with voice commands. We have seen how CORTANA pushed Microsoft CEO Satya Nadella to embarrassment on stage. In job interviews, we are dealing with ‘Aural Discourse Analysis along with body-language’ and not a voice command. Therefore, SIRI and CORTANA are not comparable to the requirements of a job interview.

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# Frequently Asked Questions

## Q: Technically, What is Simulator-led interview Training?

According to the Wikipedia definition, *“Simulation is the imitation of the operation of a real-world process or system over time”*. In interview-simulator, we imitate the operation of professional interview.

*“The act of simulating something first requires that a model be developed; this model represents the key characteristics or behaviours/functions of the selected physical or abstract system or process”*. The simulator model that we have developed represents the key characteristics or behaviours/functions of your domain area and the contemporary HR/Industry/Business practices.

Why we had to use the simulator? It is because the performance in an interview is a psycho-motor skill. We can achieve proficiency in a psycho-motor skills only by practicing extensively in similar environments.

## Q: What is the use of Expert evaluation coupons?

As part of this program, you get three coupons for expert evaluation of your interviews. We suggest you send your recorded interviews to us so that you receive expert advice. This can be done three times free of cost.

We suggest you to have ample practice with self-review and peer-review before sending your recorded interviews to us. Please refer to the question **“How is interview evaluation done in the Interview Simulator & Trainer?”**

## Q: You have thousands of questions in this program. Are you providing the answer for all?

Not for all questions. Those who successfully complete our Technical Competency Tests in the Interactive Trainer will be capable of answering most of the interview questions. For other answers, we want you to be inquisitive and look for answer so that the knowledge will reside with you for very long time. However, one crucial skill in the interview preparation is knowing how to present the knowledge that do not know or partially know!

## Q: Can I use this simulator for practicing group discussion?

Of course, yes! Interview Simulator is the ideal solution not only for professional interviews, but also for viva examinations, group discussions. You develop the transferable skills of responding meaningfully and convincingly on the spot.

## Q: What are the contents of the Espoir Interview Simulator Package?

Espoir Production Engineering Interview Simulator & Trainer contains the following:

1. The Software in Flash Drive,
2. Hardware Lock,
3. Espoir Smart Interview Companion Book,
4. Synthetic Leather Carrying Folder.
5. Coupons for Expert Reviews of Your Interviews.

## Q: What is the return policy?

It depends where you purchased your Espoir Interview Simulator & Trainer. If you purchased from an Espoir authorized retailer, any returns must follow the retailer's policies and terms.

If you purchased directly from [www.espoirtech.com](http://www.espoirtech.com) or from [www.InterviewMax.com](http://www.InterviewMax.com), then you have 21 days to return your purchase.

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# Frequently Asked Questions

## Q: How much time will it take me to acquire excellent interview/interaction skills with the Interview Simulator & Trainer?

Interview Simulation is an iterative process. You apply the learning from the previous interview in the new interview and try again to find new learning that can be applied again. The cycle repeats.

Each interview can take about 16 to 20 minutes. Evaluation can consume about 30 minutes. On an average, it takes one hour for a serious interview trial and to generate action plan out of it.

**The following is a suggested learning path based on best practices and best results. You can always modify this based on your present situation and your convenience.**

Attempt No.	Module to be used	Review Method	Outcome
First 2 attempts	Interview Simulator	Auto Report / Self Review	Self revelation
3 <sup>rd</sup> to 6 <sup>th</sup> attempt	Interactive Trainer	Auto Report / Self Review	Insights that were not known
7 <sup>th</sup> to 10 <sup>th</sup> attempt	Interview Simulator	Auto Report / Self Review	Building confidence
11 <sup>th</sup> Attempt	Interview Simulator	Peer Review	Confirming beliefs
12 <sup>th</sup> Attempt	Interview Simulator	<b>Espoir Expert Review-1</b>	Comparing your performance with rest in the professional circle.
13 <sup>th</sup> & 14 <sup>th</sup> attempt	Interview Simulator	Self Review	Implementing experts' advice
15 <sup>th</sup> attempt	Interview Simulator	<b>Espoir Expert Review-2</b>	Receive expert's advice to cement the best practices in on the spot interactions.
16 <sup>th</sup> attempt	Interview Simulator	<b>Espoir Expert Review-3</b>	
17 <sup>th</sup> attempt	Interview Simulator	Mentor Feedback	Confirming the acceptance of best practices applied in your behaviour.
18 <sup>th</sup> onwards	Interview Simulator	Self Review	INGRAINING & MAKING A HABIT

**Most of our users say, the initial interview simulations are extremely revealing and exposes many shortcomings of themselves that they had never known before. Therefore, the first ten attempts of the simulator provides a 'reborn feeling' and builds 'extremely high confidence' in users.**

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# Frequently Asked Questions

## Q: How do you say Interview Simulator & Trainer is a Must for Interview Success?

Mock interviews are a good proposition but has many limitations: The availability of knowledgeable interviewers with good personality for a long period of time is just one of the challenges.

**Interview skills can be built only through consistent regular use of Interview Simulator because:**

- 1. You need 21 days to build a new habit:** Few minutes of mock-interviews can neither identify your shortcomings nor help ingrain best practices. It needs continuous practice on a simulator.
- 2. You need to sustain 'presence of mind' under stress:** On the spot 'inductive reasoning' and 'creative problem solving' win interviews. Only a simulator can build this.
- 3. You must understand questions as it is being asked.** Quick deciphering of questions for their hidden meanings leads to smart answers. Simulator is a must for this.
- 4. You must formulate answers in 5 seconds:** And, start speaking in the 6th second. Only a simulator ensures this.
- 5. You must use correct words, terminologies on the spot:** Words used on the spot describes your depth of knowledge. To analyse your responses & to find remedies, you need a simulator.
- 6. You must remain likeable in tense situations.** How is your facial expressions and gestures while handling complex mix of technical and HR questions? Optimise them with the simulator.

Practice won't make you perfect. Only perfect practice can make you perfect. Interview Simulator is the insurance for safeguarding your hard-earned qualifications & career.



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*Command Your Professional Worth On-the-Spot!*

# Frequently Asked Questions

## Q: How does the Simulator-led Interview Training method work?

Interview Simulator-led training process provides sure-fire results because of the following reasons.

1. It convinces the student that there is an urgent need to transform himself/herself.
2. Learning is by doing – not by sitting in the classroom.
3. While doing, the student builds the confidence in the method.
4. From the benefits of the methods, and the various feedbacks, the student builds confidence in himself/herself.
5. 'Best responses' open new windows in students' minds.
6. Guides' advices instils priceless industry wisdom
7. Due to the realistic interview tension created, the student sees his body-language under stress environments and learns how to control it and transform it.
8. From the 'Questions & Insights' he/she learns quick listening skills, quick writing skills and quick reading skills.
9. Most importantly, the student has the independence and convenience of building these skills on his/her own with very limited external help.
10. Access to Espoir Experts for advice/feedback.



Simulator-led program is the 21<sup>st</sup> century solution based on the contemporary needs.



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*Command Your Professional Worth On-the-Spot!*

# Frequently Asked Questions

## Q: What will you learn in Simulator-led Interview Training that is not possible with other methods?

You get the following benefits only from this simulator-led program.

1. **The realisation:** You realise your shortcomings that even your closest friends hesitate to tell you.
2. **No restriction on practice:** Your progress is not tied to another person's convenience.
3. **Seeing is believing:** You fine-tune your actions in a stressful dialogue – like taking off and landing in a serious discussion.
4. **Minding your language:** You can fine-tune the usage of the language – grammar, vocabulary, usage, technical terms etc.
5. **The primary language- your body language:** You have ample opportunity to fine-tune your body-language.
6. **Quick listening**, and on-the-spot response abilities:
7. **Acquiring industry wisdom:** All 'best responses' and 'guide's advices' are created with the objective of instilling the priceless industry experience even in a new comer. When it is delivered contextually, they are powerful and memorable.
8. **Building admirable dynamism:** The simulator-led program builds the agility that is necessary to succeed in competitive industrial/ business environments.
9. **Targeted English learning:** Various sections of the trainer offers the right answers at the moment. The answer will be quickly absorbed by the heart when you receive the contextual answer when it is desperately needed.
10. **Confidence that radiates:** Completion builds confidence that is visible to people around you.



Simulator-led program is the 21<sup>st</sup> century solution based on the contemporary needs.

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# Frequently Asked Questions

## Q: How do I prepare for my Interview Simulation sessions?

Your preparations will be more effective if you internalise certain truths about getting into employment, sustaining and succeeding in an employment. For example,

1. The skills required to perform a job are *not the same skills necessary to perform well in the interview for that job*.
2. The candidates who get selected are the ones *who sell themselves better than others*, those who are liked better than others, and prove to be less risky than others.
3. Interviewers ask all unexpected, tricky technical questions, but select those who speak better English.



Knowing this, the first thing about the Simulator-led interview preparation is commitment and conviction. Commitment, that it is important to transform oneself, and the conviction that the tool used for this transformation is the right choice.

Your preparation should include the following:

1. Always try to emulate a role model. It could be a boss, teacher, corporate leader, a sensible movie star whom you admire.
2. Always you must attempt interviews with professional interview attire.
3. You must sit with a good professional background with a lot of light on you.
4. You must set the camera frame in such a way that your upper half – including the range of hand movement is clearly visible.
5. Always attempt the interviews in full.
6. Save your interviews wisely.
7. Identify one or two interview buddies so that you can share your interviews with them for peer reviews.
8. Follow the steps in the “Ingraining Procedure” sincerely.

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# Frequently Asked Questions

## **Q: What are the system requirements for Interview Simulator & Trainer?**

Hardware: Intel i3 or above. 2GB RAM.

2GB Graphics Card. USB 3.0 Port, 3 other ports. Camera & Mic. Software:

Windows 7.0 or above.

MS Office Suite. (Internet Not Required)

## **Q: How will I install the software?**

Installation of this software is easy. We have provided step by step procedure along with the software. During installation software guides you to the the next step.

If you are faced with any problems, you may contact us at [smile@espoirtech.com](mailto:smile@espoirtech.com). Our team will take remote control of your computer and ensure the installation. This will be done with prior appointment.

## **Q: How do I receive Technical Support, If I need it?**

While we do our best to ensure our products work as often as well as possible, errors do happen. We are just an email/chat away. If you are faced with any problems, send the screen shot/details of the problems you faced to [smile@espoirtech.com](mailto:smile@espoirtech.com). We will guide you to solve the problem and in case it is required we will take the remote control of your machine and resolve the technical issues.

## **Q: Will I be able to run this on my PC? What if I have a Mac?**

At present we have restricted our program only for Windows users. Mac version will be available soon.

## **Q: I purchased the Espoir Interview Simulation & Trainer. How many computers can I install the software on?**

The software can be installed on any number of computers for use for up to five people - you, your family and close friends. However the use is controlled by the hardware lock and one person only can use at a time.

## **Q: How do I uninstall Espoir Interview Simulator & Trainer?**

You can uninstall the software from your computer's control panel.

## **Q: Why this program is not online?**

The bandwidth available to most of our users are not enough to carry on with an interview with spontaneity. It is common that questions are 'buffering'. It takes away the seriousness of the interview. However, technologically we are ready and we can launch our online application any time.

## **Q: What is the one year warranty?**

We offer a no-questions-asked replacement warranty for one year from the date of purchase. During this period, if the product fails to function, and our experts are convinced that the problem is with the hardware, we will replace the hardware (flash drive and hardware lock) free of cost. The user need to send the products at his/her expenses and we will send new product to you at our expense.

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Near C-DAC Innovation Centre, I-18/19, Mantri Avenue-2,  
Panchavati, Pashan, Pune 411 008  
Maharashtra, India  
Contact: +91 96736 70033 / [smile@espoirtech.com](mailto:smile@espoirtech.com)