

“Game based learning to validate pre-employment skills and to foster digital competence of low skilled and marginalized students to foster better transition to the labour market”

Acronym: “EMPLOGAME”

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Result 3

“Game based ontology and scenarios”

Work package 2 – Project deliverables



BULGARIAN
INCLUSION
SUPPORT
TEAM



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1. General Information about the Video Game

- **Name:** EMPLOGAME
- **Type:** Educational/RPG (Role Playing Game)
- **Primary graphical engine and development tool:** RPG Maker MV
- **Visual Genre:** Pixel Art 2D
- **Main Objective:**
Guide players in acquiring key employability skills through realistic simulations of the working environment, including everyday scenarios related to active job searching.

2. Main Components

2.1 Game Scenarios

Room 1 – Job Awareness

Description: Interactive painting exhibition in a shopping mall.

- **Painting:** "Maslow's Pyramid"
- **Question:** "Do you know the stages of your needs?"
- **Response options:** Include clear and specific educational feedback.
 - **Positive Feedback:** "Good job! It seems you know your needs and their importance for employment."
 - **Educational Feedback:** "It is important to understand your needs; discuss them with your teachers and career advisors."

Room 2 – Job Preparation

Description: Simulated employment office with interactive areas like reception, workstations, and interview rooms.

Interactive Example:

- **Self-service Station:**

- **Question:** "How can you expand your work experience?"
- **Options:** Volunteering, temporary jobs, summer internships.
 - **Specific Feedback:** "Volunteering involves communication, problem-solving, and teamwork, skills highly valued by employers."

Room 3 – Active Job Search

Description: Explore specific places (grocery store, café, flower shop, etc.) to look for job openings.

Interactive Example (Flower Shop):

- The player calls in advance for job information before visiting physically.
- Direct question to NPC about the manager's availability or leaving their CV in person, teaching formal and professional interaction.

Room 4 – Job Interview

Description: Interactive simulation of a job interview with an NPC HR Director.

Interactive Example:

- **Director's Question:** "Why do you want to work with us?"
- Clear response options with immediate feedback about the ideal responses according to real employability criteria.

3. Specific Mechanics

3.1 Environment Exploration

- Top-down 2D pixel art navigation, typical of RPG Maker MV.
- **Example:** The player explores the mall floors to find offices or shops to inquire about job vacancies.

3.2 Dialogues and Multiple Choice

- Dialogue system with multiple choices based on real workplace situations.
- **Example (clothing store):**
 - Player's question: "Are there vacancies for salespeople or merchandisers?"

- o Feedback: clear and specific description of available roles, responsibilities, and required skills.

3.3 Educational Feedback

- After each choice, the player receives feedback explaining why one option is preferable.
- **Example (interview):**
 - o Selected answer: "I am very versatile and adapt quickly."
 - o Feedback: "Demonstrating versatility and adaptability is valued by HR as it shows flexibility."

4. Technology and Technical Limitations

4.1 Graphical Engine: RPG Maker MV

Capabilities used:

- **Intuitive scenario creation:**
 - o **Example:** The design of EMPLOGAME's mall (floors, stores, job booths) is created using RPG Maker MV's built-in map editor.
- **Event and interactive dialogue system:**
 - o **Example:** Player dialogues with NPCs in Room 4 use RPG Maker MV's native system for presenting multiple-choice questions and responses.

Limitations:

- **Graphics limited to 2D Pixel Art:**
 - o **Example:** All visual art (characters, objects, scenery) in EMPLOGAME is exclusively pixel art.
- **Performance issues with complex simultaneous events:**
 - o **Example:** Significant slowdowns (FPS drops) if too many interactive NPCs are present on a single floor, especially on mobile devices or lower-performance PCs.
- **Lack of native multiplayer support:**

- **Example:** EMPLOGAME is strictly single-player. Implementing online job interviews with real players requires additional complex plugins.
- **Limited advanced interface customization:**
 - **Example:** Current interface presents simple menus and buttons predefined by RPG Maker MV. More complex interfaces would require additional JavaScript programming.

4.2 Graphic Editor: Aseprite

Capabilities used:

- **Efficient Pixel Art design:**
 - **Example:** All visible characters, such as the grocery store manager or HR interviewer, are designed using Aseprite.
- **Basic sprite animations:**
 - **Example:** Simple animations of the main character's walking and interactions are created using Aseprite's frame-by-frame animation tools.

Limitations:

- **Restricted to Pixel Art without vector graphics or HD:**
 - **Example:** Unable to create detailed illustrations or realistic graphics for educational posters due to pixel art limitations.
- **Absence of advanced animations (rigging, interpolations):**
 - **Example:** Animations are limited to basic movements, preventing detailed facial expressions during interviews.

4.3 Code Editor: Visual Studio Code

Capabilities used:

- **Efficient JavaScript editing:**
 - **Example:** Customizing EMPLOGAME interactions such as validating player responses and immediate feedback.

Limitations:

- **High dependency on extensions for advanced features:**

- **Example:** Complex debugging or saving detailed player progress requires additional extensions.
- **Lack of integrated mobile development tools:**
 - **Example:** Converting EMPLOGAME to Google Play Store's (.AAB) format requires external tools.

4.4 Audio Editor: Waveform

Capabilities used:

- **Basic audio editing and effects:**
 - **Example:** Background music in the interview room or transitional audio between scenes.

Limitations:

- **Lack of advanced virtual instruments:**
 - **Example:** Creating advanced ambient music or interactive sound effects requires external plugins.
- **Less refined mixing and mastering tools:**
 - **Example:** Final game audio quality is limited due to basic mixing tools.

Specific Examples Illustrating Technical Limitations:

Technical Limitation	Specific Example in EMPLOGAME
Graphics limited to Pixel Art	Inability to integrate realistic graphics for educational posters.
Performance issues with complex events	Potential FPS drops if too many interactive NPCs are placed on the same floor.
Lack of multiplayer support	Currently impossible to conduct real-time job interviews with other players.
Limited basic animations	Unable to include detailed facial gestures or complex character animations.
Basic audio editing tools	Limited to simple background music and basic sound effects.

5. Key Skills Developed in the Game

- **Effective communication:** Constant dialogues with NPCs simulating real workplace interactions.
- **Social skills:** Promotes politeness, courtesy, and professionalism in workplace contexts.
- **Problem-solving and critical thinking:** Encourages reflective decision-making through realistic job scenarios.
- **Adaptability and self-awareness:** Identifying personal strengths and weaknesses through interactions.

6. Integrated Educational Elements

- Realistic simulation of job scenarios (interviews, job searches).
- Educational dialogues enriched with practical employment tips.
- Interactive resources (forms, digital informative posters).

7. User Interface and User Experience (UX/UI)

- Simple, intuitive visual interface suitable for a young audience.
- Immediate and clear visual feedback after every player action.
- Good UX/UI example: large, clear buttons for dialogue selection.

8. Expected Learning Outcomes

- Clear understanding of job-seeking processes and expectations.
- Development of practical skills applicable to real job interviews.
- Improved professional communication skills and self-confidence.

9. Player Evaluation and Tracking

- Possibility to integrate a system evaluating player decisions, providing final performance statistics.
- Example: Report generated after interview simulation, identifying improvement areas like communication and confidence.

10. Possible Future Improvements

- Expansion into additional specific job scenarios.
- Implementation of online or multiplayer interviews via plugins.
- Greater avatar customization.
- Advancement toward 2.5D graphics for improved visual interactivity.

5. Game scenarios per room

ROOM 1 – THE IMPORTANCE OF BECOMING EMPLOYED

Room environment

Main entrance of shopping mall, where in the main hall there is a painting exhibition.

The player goes to look at each painting and then a question appears.

Introductory message

Welcome to our gaming mall. Together with you we will play through several rooms, which will offer interesting challenges and questions.

Note that there are no wrong answers and failure. Just by selecting different options, you will be able to receive reasonable feedback, which may clarify to you why one option is better than another.

Now, lets see the remarkable paintings in this floor and select one option for each question.

At the end of this level, you will be able to increase your motivation towards finding a suitable job.

Scenario questions

Painting 1 Picture with stairs and arrows towards employment

Q1: When becoming employed, what you will benefit from?

- a) I will have better life perspective like making a family and taking care of it.
- b) I will be able to become rich.
- c) I will be able to be more visible in the society.

If the player selects option “a”, then the feedback message should be:

Upon completion of school is very important to become independent, because you will start your life as an adult. Finding a suitable job will give you several opportunities for life perspective like making a family and taking care of it.

If the player selects option “b”, then the feedback message should be:

Finding and maintaining a good job can improve your financial resources but note that becoming rich should not be a single purpose. It requires a lot of work and dedication throughout several years.

If the player selects option “c”, then the feedback message should be:

Being employed will give you several opportunities to be more included in the society – the one at workplace, but also the customers of your work will become more familiar with your abilities and talents.

Painting 2 Picture showing list of 1,2,3 main strengths of a person (like Team worker, Good communicator, Positive attitude) .

Q2. Do you know your strengths and what you can do better than another person?

- a) Yes, I am fully aware of my strengths.
- b) Yes, but I am partially aware of my strengths.
- c) No, I don't know, because I never thought about it.

If the player selects option “a”, then the feedback message should be:

Knowing your abilities and strengths is the first step towards employment and getting a job.
Make a list of them and highlight each one of them during your first job interview.

If the player selects option “b”, then the feedback message should be:

Throughout the life, you will be able to discover several strengths and abilities. But it is important to start with short list of 3-5 of them, which you may highlight during your first job interview.

If the player selects option “c”, then the feedback message should be:

Getting a job is a process of “selling” yourself in the best possible manner. Each employer will ask you at job interview about what you can do better than another person. We suggest you making a list of your strengths together with your teacher.

Painting 3 Picture of a diagram with key factors towards employment

Q3. Which from the below are key factors towards employment?

- a) Good preparation in terms of professional skills needed for the job
- b) Good level of basic skills like communication, problem solving, empathy, team working
- c) There are no key factors.

If the player selects option “a”, then the feedback message should be:

The level of your knowledge, skills, and competences, that you improved during your studies are very important for your first job. Without good preparation and professionalism, you might not be able to become employed or might easily lose the job.

If the player selects option “b”, then the feedback message should be:

In addition to the professional skills, being able easily to communicate with people, showing to them empathy, working as a team member to solve difficult problems are key factors towards getting and maintaining your job.

If the player selects option “c”, then the feedback message should be:

Every job has professional and personal requirements. This you may see at the job description of the vacant job place. Among key factors we may identify different professional and personal skills. Ask you teacher for further support on this.

Painting 4 Picture of teachers and career advisors

Q4. Who may support you in the process of preparation for employment?

- a) My family
- b) My teachers and people, who are providing career support.
- c) Nobody, it's all depending on me.

If the player selects option “a”, then the feedback message should be:

Your parents, family members and relatives have an important supportive and encouraging role in the process of finding a job. But, do not forget that the employers are looking for professional and personal skills, which can guarantee that the job will be done successfully.

If the player selects option “b”, then the feedback message should be:

Your professionalism is established thanks to the role of your teachers, who are providing to your knowledge and skills to become competent on doing something in the vocational life. Note that there are other people like career advisors, who may support you as well.

If the player selects option “c”, then the feedback message should be:

To some extent, you are right, because whatever you want to reach as outcome in your life, in the most cases it depends on your abilities, performance and decisions. However, knowledge and skills can be obtained through studies, so your dedication at school is very important to your labour and life success.

Painting 5 Picture with Maslow pyramid

Q5. Are you aware of different stages of your needs?

- a) I heard about it but can't remember.
- b) My teachers told me about it, and I am aware.
- c) No, I don't know what the stages of my needs are.

If the player selects option “a”, then the feedback message should be:

Reaching of employment and life success needs first a strategy. Your strategy should be based on your needs and the goals you put forward. Discuss with your teachers about this issue.

If the player selects option “b”, then the feedback message should be:

Great job! It seems that you know your needs and their importance towards employment and life perspectives. Do not forget, that you can always rely on your teachers and career advisors to help you with that.

If the player selects option “c”, then the feedback message should be:

It is very important to know your needs and how to enumerate them in terms of important. We suggest you discuss this with your teachers and career advisors, which will clarify to you this concept.

Painting 6 Picture of career advisor and a client

Q6. Can you select among the options below, which one is complete in terms of main work of career advisors?

- a) Career advisors are teachers, who teach me how to find a job.
- b) Career advisors are people, who may provide support in terms of preparation and searching for a job, but also maintaining and retaining of the job.
- c) I have never met a career advisor, so I can't answer.

If the player selects option “a”, then the feedback message should be:

Pedagogical counsellors and some teachers might be trained as career advisors. Ask your school principal to meet you with those people. Their support to you can be beneficial.

If the player selects option “b”, then the feedback message should be:

Great job! You have selected the most reasonable answer. You can always rely on career advisors inside or outside the school, who can be your critical friends towards getting and maintaining a job.

If the player selects option “c”, then the feedback message should be:

Well, now you have learnt something new. Ask your school principal to meet you with those people. Their support to you can be beneficial.

Painting 7 Picture “Person at desk talking with other people”

Q7. Which of the following are basic and transversal skills, that each one of us may improve to become more successful at the job?

- a) Communication, team working, time management, leadership, empathy, assertiveness, problem solving, coping with stress.
- b) Smiling, good image, positive attitude, helpfulness
- c) I don't know what basic and transversal skills means.

If the player selects option “a”, then the feedback message should be:

Great job! You have selected the most reasonable answer. Try always to improve these skills to become more marketable on the labour market. Your teachers and career advisors may help you with this.

If the player selects option “b”, then the feedback message should be:

It is very important to maintain those attributes, but they are not really skills. Your teachers and career advisors may help you with this.

If the player selects option “c”, then the feedback message should be:

Well, now you have to learn something new. Your teachers and career advisors may help you with this.

Painting 8 Picture “Person sitting on a desk and completing a sheet of paper or checklist”

Q8. Which of the following are important to be prepared before looking for a job?

- a) CV and cover letter specifically to the job position.
- b) Having a diploma and awareness about the requirements of the vacant job position
- c) I have never thought about it.

If the player selects option “a”, then the feedback message should be:

Preparation of CV and cover letter specifically to the job position is important prerequisites when looking for a job. However, do not forget that both of them are related to your personal and professional skills, so successful completion of a school is a key factor towards success on the labour market.

If the player selects option “b”, then the feedback message should be:

Yes, you are right that having a diploma and awareness towards what are the particular job requirements are very important before searching for a job. However, do not forget that you must prepare also CV and cover letter, which will be required by your potential employer.

If the player selects option “c”, then the feedback message should be:

Well, now you have to learn something new. Your teachers and career advisors may help you with this. Ask them for further information and support.

ROOM 2 – JOB PREPARATION

Room environment

Second floor of the shopping mall, where there is a job centre (recruitment centre) – environment with sub-sections, where the player goes to look at each painting and then a question appears.

Introductory message

Welcome to the second level of our game “I am ready to work”. You have done a great job in the first room, so we would like to encourage you to continue with the same positive spirit ahead. Now we are at the job centre, where you can prepare and submit your application form for the particular job. In order to be sure that you are well prepared, we will ask you some questions. Note that there are no wrong answers and failure. Just by selecting different options, you will be able to receive reasonable feedback, which may clarify to you why one option is better

than another. At the end of this level, you will be feel prepared to submit your job application towards finding a suitable job.

Scenario questions

Sub- section 1 Going to board with several posters on it.

Q1: What are the most common challenges faced by jobseekers in their job search?

- a. Limited education or skills
- b. Lack of work experience
- c. Discrimination

If the player selects option “a”, then the feedback message should be:

If you look for good career opportunities, one of the leading factors is your education – what you know, what you can do and for what you are competent for. We strongly encourage you to be dedicated to your school subjects, because they will be crucial for your future career.

If the player selects option “b”, then the feedback message should be:

Lack of work experience is not always a disadvantage for you. Several companies are more eager to hire unexperienced people, who can be trained easily, than those who may have inappropriate professional or work habits.

If the player selects option “c”, then the feedback message should be:

Discrimination is a frequent barrier that people with different origin or disadvantage may face while looking for a job. Good employers are looking for the best employees based on professional factors so don't be discouraged.

Q2: How can overcome the challenge of limited education or skills?

- a. Being more dedicated at school and paying more attention to the information provided by their teachers.
- b. Think about continuing education.
- c. Participate in apprenticeships.

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If the player selects option “a”, then the feedback message should be:

Dedication at school can lead to better career opportunities by providing you with the skills, knowledge, networks, and resources they need to succeed in the job market. At school you can develop critical thinking, problem-solving, communication, and teamwork.

If the player selects option “b”, then the feedback message should be:

A dedicated approach to schoolwork can result in better grades and test scores, which are essential for admission to higher education institutions. Higher education can open doors to better-paying jobs and more advanced career opportunities.

If the player selects option “c”, then the feedback message should be:

Participation in apprenticeships can provide you valuable real-world experience, skill development, networking opportunities, and mentorship. These experiences can help you to make informed career decisions, increase your employability, and ultimately, advance your career.

Q3: Which of the following may further build your work experience?

- a. Volunteer work
- b. Temporary or part-time positions
- c. Internships or summer work

If the player selects option “a”, then the feedback message should be:

Volunteering often involves performing tasks that require a range of skills, such as communication, problem-solving, teamwork, and time management. These skills are highly valued by employers and can help you to become more competitive in the job market.

If the player selects option “b”, then the feedback message should be:

Part-time jobs can significantly benefit you by providing financial independence, developing valuable skills. For example, working at a library or bookstore can provide access to books and learning materials, while working in a retail environment can expose them to customer service and sales techniques.

If the player selects option “c”, then the feedback message should be:

Internships and summer work can significantly benefit you by providing real-world experience, developing essential skills and competencies, providing financial support, and improving your academic performance.

Q4: If you have a previous criminal record, which of the option you may choose to overcome this barrier to employment?

- a. Complete rehabilitation programs
- b. Obtain certifications or licenses in their field of interest
- c. Be honest about their past on job applications and interviews

If the player selects option “a”, then the feedback message should be:

Rehabilitation programs play a crucial role in helping students with criminal records transition back into society and secure employment. These programs aim to provide support, guidance, and resources to individuals who have been incarcerated, helping them reintegrate into their communities and become productive members of society.

If the player selects option “b”, then the feedback message should be:

Certifications demonstrate to potential employers that you possess specific skills and knowledge in a particular field. This can make you a more attractive candidate, even if you have a criminal record.

If the player selects option “c”, then the feedback message should be:

Honesty can be a powerful tool in convincing potential employers to hire somebody with previous criminal records. By approaching the topic openly and responsibly, you can demonstrate your commitment to becoming a responsible member of society.

Q5: Which of the following options, you may choose to address physical or mental health issues that may impact your job search?

- a. Seek relevant support by medical or social services.

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- b. Disclose your condition to potential employers.
- c. Request accommodations or modifications to the job application process

If the player selects option “a”, then the feedback message should be:

If you have physical or mental health issues, you may look for medical and social service support, such as consultation with health care providers, applying for disability benefits, contacting local social services, or looking for supported or sheltered employment opportunities.

If the player selects option “b”, then the feedback message should be:

Remember, there is no right or wrong answer when deciding when to disclose your condition. Ultimately, the best approach depends on your unique circumstances and comfort level. It's always a good idea to consult with a healthcare provider or a mental health professional for advice tailored to your specific situation.

If the player selects option “c”, then the feedback message should be:

A newly recruited employee may request accommodations or modifications to the job application process under various circumstances, such as having a physical or mental health condition, a disability, or a religious belief. Once you have identified the need and the available accommodations, formally request the accommodations from your employer.

Q6: How can you combat in case of discrimination in the job market?

- a. Highlight your skills and accomplishments in the application materials.
- b. Network and discuss with teachers or other professionals in your field..
- c. Seek legal advice or assistance if you believe you are a victim of a discrimination.

If the player selects option “a”, then the feedback message should be:

Highlighting your skills and accomplishments in your application materials can help overcome discrimination by demonstrating your capabilities and qualifications, regardless of any potential biases that may exist. By clearly listing your relevant skills and experience, you can show potential employers that you have the necessary qualifications for the job.

If the player selects option “b”, then the feedback message should be:

Teachers and professionals in your field can provide valuable insights into the job market, common interview questions, and the expectations of employers in your industry. Networking and discussing your experiences with teachers or other professionals can provide valuable connections, and opportunities to help combat discrimination when seeking a job.

If the player selects option “c”, then the feedback message should be:

It's important to act promptly when facing discrimination at work. The longer you wait, the harder it may be to gather evidence and pursue your claim. Start by gathering evidence to support your claim of discrimination.

Q7: Which of the following skills you need to develop to increase your chances of employment?

- a. Communication and interpersonal skills
- b. Problem-solving and critical thinking
- c. Time management and organisation skills

If the player selects option “a”, then the feedback message should be:

Communication and interpersonal skills are essential for success in the modern workplace. They enable you to work effectively with others, build relationships, and navigate the complexities of the job market. By focusing on developing these skills, you can increase your chances of finding and securing a rewarding job.

If the player selects option “b”, then the feedback message should be:

Problem-solving and critical thinking skills are essential for success in the modern workplace. They enable you to adapt to new situations, innovate, make informed decisions, and lead effectively. They enable you to think creatively, analyse complex situations, and make informed decisions.

If the player selects option “c”, then the feedback message should be:

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Time management and organisational skills are essential for success in the modern workplace. They enable you to work efficiently, effectively, and productively, which can increase your chances of finding and securing a rewarding job.

Q8: Which of the following may “sell” you effectively to potential employers?

- a. Create a professional resume and cover letter
- b. Prepare for job interviews by researching the company and practicing common interview questions
- c. Network with professionals in their field through job fairs, online forums, and social media

If the player selects option “a”, then the feedback message should be:

Creating a professional resume and cover letter can help “sell” you effectively to potential employers by presenting a clear and compelling case for why you are the ideal candidate for the job.

If the player selects option “b”, then the feedback message should be:

By researching the company, you can show that you're genuinely interested in the position and the organization. This can make a positive impression on the interviewer and demonstrate your commitment to the role.

If the player selects option “c”, then the feedback message should be:

In a competitive job market, standing out from other candidates is crucial. Networking allows you to connect with a wider range of professionals in your field. This can expose you to new opportunities, insights, and perspectives that you may not have encountered otherwise.

Q9: Which of the following are common mistakes that jobseekers make during the job search process?

- a. Failure to tailor resume and cover letter to each job application
- b. Not preparing for job interviews
- c. Neglecting to follow up after applying for a job

If the player selects option “a”, then the feedback message should be:

Failing to tailor your resume and cover letter to each job application can hurt your chances of securing an interview and a job offer. By taking the time to customize your application materials, you can demonstrate your interest in the position, your relevance to the employer's needs, and your ability to contribute to their success.

If the player selects option “b”, then the feedback message should be:

Not preparing for job interviews can hurt your chances of securing a job offer. Without proper preparation, you may not have a thorough understanding of the company, its products or services, or its industry. This can make it difficult for you to answer interview questions effectively and demonstrate your knowledge and interest in the position.

If the player selects option “c”, then the feedback message should be:

Failing to follow up can give the impression that you're not truly interested in the position. Employers want to hire candidates who are passionate about the job and committed to the company's success. Neglecting to follow up after applying for a job can hurt your chances of securing an interview and a job offer.

Q10: How can you maintain motivation and persistence throughout the job search process?

- a. Set realistic goals and celebrate small victories
- b. Focus on the skills and experiences you can offer potential employers
- c. Seek support from friends, family, or job placement services

If the player selects option “a”, then the feedback message should be:

Setting realistic goals and celebrating small victories can help maintain motivation and persistence throughout the job search process. Even minor achievements can provide a sense of accomplishment and motivate you to continue pushing forward.

If the player selects option “b”, then the feedback message should be:

Focusing on the skills and experiences you can offer potential employers can help maintain motivation and persistence throughout the job search process. By emphasizing your skills and experiences, you can strengthen your self-confidence. Recognizing your strengths and accomplishments can help you feel more capable and deserving of a job offer.

If the player selects option “c”, then the feedback message should be:

Having a support network can help keep you accountable in your job search. Seeking support from friends, family, or job placement services can help maintain motivation and persistence throughout the job search process. By leveraging the support of others, you can increase your chances of securing a rewarding job.

ROOM 3 – JOB SEARCH

Room environment

The player is going to a next (third) level of the shopping mall, where he/she explores different places – a grocery shop, a cafeteria, a flowers shop, a clothes shop and food court kiosk and a security office to look for possible vacant jobs. At each place foreseen to have introduction message like “Hallo” and final message like “Goodbye. Have a nice day” between the characters.

Introductory message

Welcome to the third level of our game “I am ready to work”. So far, so good. We believe in you and your success. Keep your smile and be ready to look for a job in different parts of the shopping mall. Be polite when approaching the staff there. You might be their colleague tomorrow. Good luck!

Scenario questions at grocery shop

Q1: Hallo. I saw your advertisement about salesperson at your grocery store. Are there any current job openings available at your store?

a. Yes, we are looking for new salespersons.

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- b. Yes, we are looking for a person, who will deal with the online shop.
- c. Yes, but we are now quite busy, so please look on our Facebook page to learn more about it.

If the player selects option “a”, then the feedback message should be:

A salesperson is an individual who works in the field of sales, which involves promoting and selling products or services to customers.

If the player selects option “b”, then the feedback message should be:

Be always prepared to ask what specific job you are asking for, because one company may offer different vacant job positions and you can make the first impression better if you approach them with the exact questions for the specific job position.

If the player selects option “c”, then the feedback message should be:

Before approaching a physical object or office of the employer, you need to study in advance for the job vacancies and about the company and its history. Check their official website or social media accounts for more information beforehand.

Q2: I saw on the poster, that for further questions I may ask the manager here. May I speak with him now?

- a. Yes, I am the manager. What further questions do you have about the job?
- b. Yes, I will call him now. Please sit down at this chair and wait a bit.
- c. Unfortunately the manager is busy at the moment. Please give us your phone number and name and he/she may call you when available.

If the player selects option “a”, then the feedback message should be:

Here you may ask questions about if there are any specific requirements about the personal skills, which the potential candidate should have such as: products’ knowledge, duration of the shifts at the shop, specific dress code of the salespersons staff, requirements for speaking a foreign language etc. Please politely say Goodbye at the end of the conversation.

If the player selects option “b”, then the feedback message should be:

Now, it is your first chance to make first impression. You might meet with the person, who will make the recruitment process, or this person can be your potential supervisor. When she/he

*appears, be smiled, make a direct eye contact, initiate a hand shaking and ask you questions.
Please politely say Goodbye at the end of the conversation.*

If the player selects option “c”, then the feedback message should be:

If that happens, don’t be discouraged. People might be busy with some urgent issues, which cannot be interrupted. Be prepared to provide your contact details on a business card or just give a copy of your CV, where these details are also available. Please politely say Goodbye at the end of the conversation.

Scenario questions at the cafeteria

Q3: Hallo. I saw the job vacancy at your Instagram page, but I have some questions. May I speak with you about them or another colleague?

- a. Yes, but I am now quite busy, because we have a queue with customers. Could you please sit down for a bit and wait till a colleague is available to speak with you?
- b. I am sorry, but our company policy is not to provide any further information. Everything important we have posted in our Instagram page.
- c. I am sorry, but the deadline for submission of job applications was ended yesterday.

If the player selects option “a”, then the feedback message should be:

Be aware that you are visiting a place, where people are trying to provide services to several customers. Before going there, please select a suitable time to visit them to avoid rush hours such as lunch time or early mornings.

If the player selects option “b”, then the feedback message should be:

If that happens, do not be discouraged. Several employers have a strict policy their current staff not to disclose any further information, outside of the one written in their job offer. Do not be insistent, because this could make a bad impression.

If the player selects option “c”, then the feedback message should be:

It is very important when you look for a job at several places, to be fully aware of the deadlines for applying for this job. Otherwise, you may lose your chance.

Q4: Hallo. I am looking for a job, but I can't find any information if your cafeteria is currently offering a vacant place.

- a. Actually yes, recently a colleague went on a maternity leave, so we are planning to open a call for staff recruitment. Wait a minute and I will ask my manager to come to speak with you.
- b. Actually here we do not have any job vacancies, but another cafeteria under our brand is looking for a staff. Please wait a minute and I will give you a brochure with the information.
- c. No, I am sorry, we do not have any job vacancies at the moment.

If the player selects option “a”, then the feedback message should be:

Your are lucky! Now, it is your first chance to make first impression. You might meet with the person, who will make the recruitment process, or this person can be your potential supervisor. When she/he appears, be smiled, make a direct eye contact, initiate a hand shaking and ask you questions. Please politely say Goodbye at the end of the conversation.

If the player selects option “b”, then the feedback message should be:

Be polite with the person and thanks him/her for the answer. Wait patiently until the staff members is providing you with the brochure. Please study it carefully and apply accordingly. Do not ask many additional questions, because the person may not be able to give you the correct answers or might not be entitled by the managers to provide such additional information.

If the player selects option “c”, then the feedback message should be:

If this happens, do not be discouraged. Try to another place, which is suitable for you and your abilities and competences.

Scenario questions at the flowers shop

Introductory message: Imagine that you have called the shop in advance and requested for a possibility to come there to become familiar with the flowers shop before the actual job interview.

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Q5: Hallo. I have called your manager for the possibility to come and to ask some additional questions, as I saw this possibility in the job offer. May I speak with the manager please?

- a. Yes, but can you be more specific with whom you spoke?
- b. Yes, I will call the manager now. Please take a sit for a moment.
- c. Unfortunately, the manager is not available at the moment, but you can take a look at our shop to become familiar with the atmosphere and our products.

If the player selects option “a”, then the feedback message should be:

Do not forget when making phone calls with possible companies or places always first to introduce yourself and then also to ask politely with whom you are speaking with in order to look for that person, when you visit physically the place. If you forgot this information, this could make a bad impression.

If the player selects option “b”, then the feedback message should be:

Please wait patiently. Prepare your questions in advance. Among typical questions might be related to duration of the working hours, job duties etc.

If the player selects option “c”, then the feedback message should be:

If that happens, don't be discouraged. People might be busy with some urgent issues, which cannot be interrupted. Take a look in the shop and become more familiar with the shop.

Q6: Hallo. I am trying to send my documents, but unfortunately the emails return back.

May I speak with the manager please to provide my CV and supporting documentation?

- a. Yes, just a moment. I will ask if the manager is available. What is your name?
- b. Unfortunately the manager is not at the shop right now, but you may give us your contact details to call you when available.
- c. Our policy is not to meet in person with the candidates until the recruitment process is finishing, but I will give you an alternative email address, where you can send your documents.

If the player selects option “a”, then the feedback message should be:

Please wait patiently till the manager is coming. Please provide your name and surname. Do not forget to have printed CV, cover letter and any supporting documentation like diplomas, certificates and other proofs for your abilities.

If the player selects option “b”, then the feedback message should be:

If that happens, don't be discouraged. People might be busy with some urgent issues, which cannot be interrupted. Be prepared to provide your contact details on a business card or just give a copy of your CV, where these details are also available. Please politely say Goodbye at the end of the conversation.

If the player selects option “c”, then the feedback message should be:

Actually if that happens, do not take it rude. Some companies have specific policy on recruitment which is not including a physical contact before the submission of documents and approval for the interview. Be polite and take the information given by the person.

Scenario questions at the clothes shop

Introductory message: The clothes shop has a separate office where each candidate may give their job application documents. You are coming there to apply for a salesperson. You enter the office and ask the following questions:

Q7: Hallo, I am coming to submit my documents for the vacant position of salesperson, but before that may I ask you some questions?

- a. Yes, you can. Please go ahead.
- b. I would like to offer you with this list of frequently asked questions, which might be helpful for you. Please take a sit and review it. If you have additional questions after that, I will be happy to answer them.
- c. I am sorry, but as you can see there is a queue with candidates to submit their documents. Could you please submit your documents and if you are accepted for the job interview, we will be happy to answer all your questions.

If the player selects option “a”, then the feedback message should be:

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It is important to prepare/formulate your questions beforehand. Important questions, which you may ask can be: Can you tell me more about the daily responsibilities of the position I'm interested in?; What is the company culture like at your store? When can I expect to hear back from you regarding my application?

If the player selects option “b”, then the feedback message should be:

Several companies have such list of frequently asked questions when they recruit new personnel. Please politely take a sit and study it carefully. It will not be good if you ask questions, which are already answered in this list.

If the player selects option “c”, then the feedback message should be:

If this happens, do not be discouraged. If there are several jobseekers at the queue, the person may not be available to answer to each one of them. Please patiently wait till they call you for an interview.

Q8: Hallo, I saw on the TV that your brand is looking for new staff members. What positions are you currently hiring for?

- a. Yes, we are looking for: Retail Assistant and Visual merchandiser
- b. Yes, we are looking for: Stockroom associate and cashiers
- c. I am sorry, but we have finished the recruitment process, but other shops in our chain are still looking for a staff. I will ask my Manager to speak with you. Wait a minute please.

If the player selects option “a”, then the feedback message should be:

Sales associates greet customers, assist with trying on clothes, process transactions, and maintain the store's appearance. Visual Merchandiser: This role focuses on creating an appealing store layout and window displays to attract customers and showcase the merchandise effectively.

If the player selects option “b”, then the feedback message should be:

Stockroom Associate is responsible for receiving, storing, and organizing inventory, as well as restocking shelves when items sell out. Cashier processes customer payments, returns change, and maintains the cash register.

If the player selects option “c”, then the feedback message should be:

If there are no current openings, expressing your interest might lead to an informational interview or future consideration.

Scenario questions at the food court kiosk

Introductory message: Each shopping mall has dedicated food court where several kiosks may offer different types of food. Select among the possible kiosks (McDonalds, KFC, bio food kiosk, fresh juices shop) and ask one of the following questions:

Q9: Hallo, I am looking for a job and I saw that you are currently recruiting new staff members. What types of positions are you currently hiring for?

- a. We are looking for: Crew member and Shift Manager
- b. We are looking for: Assistant Restaurant Manager and Inventory Manager
- c. We are quite busy now. Please visit our website for further information.

If the player selects option “a”, then the feedback message should be:

Crew member involves working in various areas such as cooking, food preparation, cashiering, and customer service. Shift Manager is responsible for crew members, ensuring quality control, and maintaining a clean and safe work environment.

If the player selects option “b”, then the feedback message should be:

Assistant Restaurant Manager is responsible for overseeing all aspects of restaurant operations, including training, scheduling, and inventory management. Inventory Manager is ensuring that the restaurant has the necessary supplies and inventory to operate efficiently.

If the player selects option “c”, then the feedback message should be:

Actually if that happens, do not take it rude. Some companies have specific policy on recruitment which is not including a physical contact before the submission of documents and approval for the interview. Be polite and take a look on their website.

Q10: Hallo, I am looking for a job but have seen that you have finished the recruitment process. However, I would like to ask if you are looking for new staff members at other premises of your brand?

- a. I am not familiar with this, but I will ask the manager to come and speak with you.
- b. Yes, please take this brochure where we indicated all our places, who are recruiting currently a personnel.
- c. Unfortunately we are not recruiting right now, but please give us your contact details and we may call you.

If the player selects option “a”, then the feedback message should be:

Patiently wait till the Manager comes and apologies for taking from his time. Try to be as consistent as possible in order to ask the right questions. The conversation should not take long, because the Manager may have other urgent duties.

If the player selects option “b”, then the feedback message should be:

Politely take the brochure and express your gratitude to the person. Study it carefully and arrange a visit of one of the other places, which are offering a job.

If the player selects option “c”, then the feedback message should be:

If that happens, don't be discouraged. Be prepared to provide your contact details on a business card or just give a copy of your CV, where these details are also available. Please politely say Goodbye at the end of the conversation.

Scenario questions at the security office

Introductory message: Each shopping mall has security guards. This might be your desire job position especially if you are a person dedicated to gym, sports or other physical activities. Try to find in the environment the security office and ask one of the following questions:

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Q11: Hallo, I am looking for a job as a security guard. I saw your job offer but I would like to ask if there are some specific physical requirements, which I need to have for this job?

- a. Yes, each of our security guards should be physically well prepared and maintained.
- b. Yes, usually our staff members are involved in sports.
- c. Nope, there are not any specific physical requirements.

If the player selects option “a”, then the feedback message should be:

Among possible physical requirements might be: self-defence skills, first aid skills and CRP certification as well as safety awareness. You need to think carefully about it if you are prepared for such a job.

If the player selects option “b”, then the feedback message should be:

If you are a sports person, this job might be suitable for you. Remember to consult with a healthcare professional before applying for such job especially if you have a disability or health condition, which might be affected by the performance of this job.

If the player selects option “c”, then the feedback message should be:

If that is the case, then you may submit your CV and cover letter. Do not forget that each time that you submit your CV and cover letter it needs to be specifically adjusted to the concrete job position.

Q12: Is there any safety rules or procedures, which I need to be aware of before applying for the security guard job?

- a. Yes, there are safety rules, which you need to study beforehand, because they are included in the questions at the job interview.
- b. The safety rules are regular one as in any public building.
- c. I am not aware of, but you may call our office for more information.

If the player selects option “a”, then the feedback message should be:

Be well prepared before an interview especially if the recruitment officer may ask you specific questions about safety rules at the mall. This may lead you to a successful interview.

If the player selects option “b”, then the feedback message should be:

Usually, the safety rules are publicly available so you may study them before submission of your documentation.

If the player selects option “c”, then the feedback message should be:

Express your gratitude to the person and try to ask for more information by calling the company’s office.

Final message:

Congratulations! You have passed successfully this level and received your awards. Now you are prepared for the final part of our journey – the Job interview. Please go the final level of the game to explore it. We wish you good luck!

ROOM 4 (final level) – AT THE INTERVIEW

Room environment

The player is going to a room of the HR manager, which is situated in the same floor as room 2. In front of the HR manager office, there is a secretary who welcomes the player to the job interview. Inside the room there is a desk with the HR manager (male/female options should be given) and a conversation is started upon the questions below.

Introductory message

Dear player, you have successfully passed through previous levels which means you are now ready for the most important part of your future career – the job interview with the human resources (HR) manager. Please go through each of the questions which are asked by the HR Manager and explore the possibilities. The answers will provide you with a guidance and information in order to present yourself in the best possible way during the job interview.

Q1: Why do you want to work here?

- a. I am excited about the opportunity to join your team because it aligns perfectly with my career goals and values.
- b. I have researched the company extensively, and I am impressed by the strong sense of teamwork among your employees
- c. I think your company is the right place for me to reach my career goals.

If the player selects option “a”, then the feedback message should be:

This answer will show the HR Manager that you have already explored the company.

If the player selects option “b”, then the feedback message should be:

This answer will give a positive message to the HR Manager, which will show that you are a good team player and you are looking for nice team to join.

If the player selects option “c”, then the feedback message should be:

It is normal that during your interview you are under stress, so if you are nervous, it is better to start with some more general answers.

Q2: What kind of experience do you have for this job?

- a. I have just been graduated from school and I have no experience, but I am motivated to start and learn.
- b. Although that I am young, I have some experience during summer parttime work.
- c. Although I don't have any experience, I think I am qualified for the job and will do my best for your company.

If the player selects option “a”, then the feedback message should be:

Motivation is always a key word, which HR managers are interested to hear. There are several companies which prefer to hire unexperienced people in order they to be trained by the company's internal rules.

If the player selects option “b”, then the feedback message should be:

Showing to the HR manager that you use your spare time during holiday periods to work is a good indication that you might be a hard worker.

If the player selects option “c”, then the feedback message should be:

Believing in yourself and your strengths will show to the HR manager good self-confidence and self-esteem.

Q3: What are your greatest achievements?

- a. I have a diploma from the vocational school which may show you that I have necessarily knowledge for the job.
- b. Although I am young, I think a successful graduation is a big achievement for me, comparing to my schoolmates.
- c. I don't have any achievements.

If the player selects option “a”, then the feedback message should be:

Academic proof such as diploma is good evidence for the HR manager. That's why do your best to have better school achievements. They will be appreciated later by recruitment staff.

If the player selects option “b”, then the feedback message should be:

If you are representing a disadvantaged community, successful graduation is a particular achievement, and it will be appreciated by potential employers.

If the player selects option “c”, then the feedback message should be:

This answer is not good for you and for the success of the interview. This can have the meaning that you don't believe in yourself and the HR manager might be dissatisfied with it.

Q4: How long would you intend staying with us?

- a. I would like to stay as long as I'm contributing for the company.
- b. How long do you see me as staying?
- c. I don't know yet.

If the player selects option “a”, then the feedback message should be:

Actually, this is the most effective answer to show that contribution to the company is among your key goals.

If the player selects option “b”, then the feedback message should be:

Giving a question as an answer can provoke the HR manager and to see that you are a smart person and that you are confident with the interview.

If the player selects option “c”, then the feedback message should be:

This can be the worst answer. The conversation can be stalled and the HR manager to feel uncomfortable to continue.

Q5: What can you do for us that someone else cannot?

- a. I bring a combination of specific skills or expertise, which I believe are crucial for succeeding in this role.
- b. I take ownership of my responsibilities and go above and beyond to ensure that tasks are completed to the highest standard.
- c. I am skilled at identifying and solving complex problems.

If the player selects option “a”, then the feedback message should be:

Use job description and overlay with what you can do. Always relate these to achievements.

If the player selects option “b”, then the feedback message should be:

Ownership and responsibilities are always key words, which HR managers wants to hear.

If the player selects option “c”, then the feedback message should be:

Every job is related to solving problems. Again, showing self-confidence and self-esteem may lead you to a potential success at the interview.

Q6: What would you like to be doing in five years from now?

- a. In five years, I hope to be making a significant positive impact on society through my work.

b. I am also committed to using my skills and knowledge to address social issues and improve the lives of others.

c. My long-term goal is to pursue a promotion or leadership role within the company.

If the player selects option “a”, then the feedback message should be:

When discussing your long-term goals, be sure to remain authentic and aligned with your true aspirations.

If the player selects option “b”, then the feedback message should be:

Show the interviewer that you are proactive, ambitious, and committed to personal and professional growth.

If the player selects option “c”, then the feedback message should be:

Demonstrating your potential as a valuable asset to the company.

Q7: Why should I employ you?

- a. I believe you should employ me because I possess a unique set of skills and expertise that make me the perfect candidate for this role.
- b. You should employ me because I am a highly adaptable and flexible individual who can thrive in dynamic environments.
- c. I am the best that you can hire.

If the player selects option “a”, then the feedback message should be:

When answering this question, be sure to emphasize your unique qualities and experiences that make you the right fit for the position.

If the player selects option “b”, then the feedback message should be:

Demonstrating your value to the organization and your ability to make a positive impact.

If the player selects option “c”, then the feedback message should be:

Sometimes overconfidence can border on lack of skills. We advise you to be more specific in your answers and to put an accent to your strengths.

Q8: What are your strengths and weaknesses?

- a. I think I have demonstrated well my strengths in my CV.
- b. Give me a chance to show you, my strengths. Every person can have weaknesses, but I am open to learn and to overcome them.
- c. I don't have any weaknesses.

If the player selects option “a”, then the feedback message should be:

Have a copy of your CV in front of you and highlight your personal qualities.

If the player selects option “b”, then the feedback message should be:

We believe this can be the best answer for a young person without job experience.

If the player selects option “c”, then the feedback message should be:

Sometimes overconfidence can border on lack of skills. We advise you to be more specific in your answers and to put an accent to your strengths.

Q9: What makes you think you are qualified to do this job?

- a. I am confident in my qualifications for this job because I hold a degree/certification in specific field.
- b. I have completed various courses and trainings that have enhanced my skills and knowledge in [specific area or topic].
- c. I am the best option for you.

If the player selects option “a”, then the feedback message should be:

When answering this question, be sure to provide concrete examples of your qualifications, whether through education, work experience, or transferable skills.

If the player selects option “b”, then the feedback message should be:

Demonstrate your confidence in your abilities and explain how you believe you are the right person for the job.

If the player selects option “c”, then the feedback message should be:

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Sometimes overconfidence can border on lack of skills. We advise you to be more specific in your answers and to put an accent to your strengths.

Q10: Can you work under pressure?

- a. I have worked in high-pressure environments before, and I have found that my ability to stay calm and focused under pressure is one of my greatest strengths.
- b. When faced with pressure, I rely on my problem-solving skills to ensure that I remain organized and focused.
- c. I am becoming confused and panic.

If the player selects option “a”, then the feedback message should be:

When answering this question, be sure to provide specific examples of how you have handled pressure.

If the player selects option “b”, then the feedback message should be:

Demonstrate your confidence in your ability to perform well under pressure and show the interviewer that you are a reliable and resilient candidate.

If the player selects option “c”, then the feedback message should be:

Well, maybe this is not the best answer, but it is better to be honest instead of presenting yourself as someone different than you.

After the questions of the HR Manager, it is your turn to ask some important questions such as the following:

Q11: If you employ me what would your specific expectations be?

- a. I expect you to meet and exceed the performance standards set forth for your role. This includes adhering to deadlines, delivering high-quality work, and consistently providing value to the team and the company.
- b. Effective communication is crucial in our organization. I expect you to maintain open lines of communication with your team members, managers, and clients.
- c. I expect you to always conduct yourself with the utmost professionalism, demonstrating respect for your colleagues, clients, and the organization as a whole.

If the player selects option “a”, then the feedback message should be:

The HR manager is giving to you concrete expectation that the company has. Try to remember them, because if they hire you, you will need to achieve them.

If the player selects option “b”, then the feedback message should be:

No matter that the business is, communication skills are crucial. This always can be your hint upon answering difficult questions.

If the player selects option “c”, then the feedback message should be:

Respecting colleagues, superiors and customers is always among the key rules at every company no matter in which sector it is based.

Q12: What would you most like an employee to bring to this company?

- a. I would most like an employee to bring a strong set of skills and expertise that align with the needs of the company.
- b. In today's rapidly changing business landscape, adaptability and flexibility are crucial.
- c. The ability to solve problems and think critically is essential for success in any role.

If the player selects option “a”, then the feedback message should be:

By looking for employees who possess these qualities and attributes, HR managers believe that they can build a strong and talented team that will help them to achieve company's objectives and continue to grow and succeed in the marketplace.

If the player selects option “b”, then the feedback message should be:

Adaptability and flexibility are crucial for any job position nowadays.

If the player selects option “c”, then the feedback message should be:

The HR Managers would like to hire employees, who can analyse complex issues and develop creative solutions to drive the company forward.”

Q13: What are the career development options?

- a. We offer tuition reimbursement or continuing education opportunities to help our employees grow and develop.
- b. We offer on-the-job training and promotion upon achievements of targets.
- c. We offer mentoring support for newly recruited staff.

If the player selects option “a”, then the feedback message should be:

When considering career development options, be sure to assess your interests, strengths, and long-term goals. These should be seen by your employer.

If the player selects option “b”, then the feedback message should be:

On-the-job training is usually a period of 1 to 3 months, where you receive a salary, but not still doing actual work. This can be potential advantage for you.

If the player selects option “c”, then the feedback message should be:

Mentoring support at the job place can be very useful especially if you are unexperienced. This will make you less nervous and you can avoid mistakes.

Q14: Can I expect a promotion upon achievements?

- a. In our company, promotions are based on merit, meaning that they are awarded to employees who have consistently performed well, demonstrated initiative, and contributed to the success of the company.
- b. Sometimes, promotions may not be solely dependent on individual achievements but also on the growth and development of the company.
- c. Everyone can expect, but let's first start and we will see.

If the player selects option “a”, then the feedback message should be:

When expecting a promotion, be prepared to showcase your achievements, demonstrate your value to the organization, and be patient.

If the player selects option “b”, then the feedback message should be:

Promotions may not happen immediately, but by consistently performing well and staying proactive in your career development, you can increase your chances of advancing in your field.

If the player selects option “c”, then the feedback message should be:

Sometime sceptic answer does not mean that you will not be promoted, but rather some HR managers would like not to be so ambitious.

Final message:

Congratulations! You have passed successfully this level and received your final award. We believe now you are more prepared for your future career, and you can implement everything you have learnt in a real situation. Do not forget that you may always play once again the game to explore different possibilities. We thank you for your participation and wishing you a good luck and life success!