

PERSONAL QUALITIES MODULE INTERVIEW

for Test SS#: 999-99-9997

Date Printed: 05/26/2004

Interviewer's Name: _____

Summary comments/recommendations from interview:

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ORGANIZATIONALLY SPECIFIC QUESTIONS

In the space below, list any additional interview questions to be asked. These should include any questions needed to clarify information from the participant's resume/application, as well as questions specific to the position/organization. (Use the back of this page or insert additional pages if necessary.)

SUGGESTIONS FOR CONDUCTING THE INTERVIEW

Before the session begins...

- ↓ Take the steps necessary to ensure that the session will not be interrupted. The participant should receive your undivided attention.
- ↓ Review the participant's application/resume to identify any background information that needs to be explored or clarified. List questions for these items, as well as any additional questions you intend to ask, on the sheet titled "ORGANIZATIONALLY SPECIFIC QUESTIONS."

Starting the session...

- ↓ Attempt to establish rapport and put the participant at ease.
- ↓ Explain the general purpose and format of the interview.
- ↓ Ask for and respond to any questions the participant may have.

Conducting the interview...

- ↓ Ask the interview questions and take notes on the participant's responses.

Closing the session...

- ↓ Indicate that all interview questions have been covered.
- ↓ Explain any relevant follow-up activities.
- ↓ Ask for and respond to any questions the participant may have.
- ↓ Thank the participant and close the session.

After the session...

↓ Evaluate the Organizationally Specific Questions and the SUCCESS PROFILER - Business Sales interview questions (including the oral and interpersonal areas). The following rating scale can be used for making these evaluations.

3 - More than acceptable 2 - Acceptable 1 - Less than acceptable

↓ Summarize the results of the interview in the space provided on the cover page.
(Interview for Test)

GENERAL QUESTIONS

Working as a customer service representative requires the employee to effectively deal with customers who have very different personalities and temperaments. What experiences have you had that demonstrate your skill in dealing with different types of people?

QUESTION 1:

NOTES:

SAMPLE EFFECTIVE BEHAVIORS:

1. Providing work, civic, or community-related examples of activities that reflect an ability to deal with different types of people in relatively formal settings.
2. Providing prior work experience that emphasizes dealing with the public.
3. Providing prior work experience that emphasizes customer service activities.

SAMPLE INEFFECTIVE BEHAVIORS:

1. Providing no concrete examples or using examples that focus primarily on interactions with friends in social settings.

RATING FOR RESPONSE: _____
(Interview for Test)

GENERAL QUESTIONS

QUESTION 2:

Employees occasionally have to deal with angry and verbally abusive customers. Assume an angry customer begins yelling at you about some problem she's having with your company. However, you are not personally responsible for the problem this customer is having. How would you deal with this customer?

NOTES: _____

SAMPLE EFFECTIVE BEHAVIORS:

1. Apologizing and showing empathy for the customer's problem/situation, even though the employee was not the cause of the problem.
2. Allowing the customer to vent her frustrations in order to defuse the situation and attempting to calm her.
3. Questioning and getting the customer to focus on problem-solving actions.

SAMPLE INEFFECTIVE BEHAVIORS:

1. Failing to take ownership for the problem/situation (e.g., pointing out to the customer that the CSR is not responsible for the problem/situation, etc.).
2. Failing to empathize with the customer or permit her to vent her frustrations in order to defuse the situation (e.g., simply telling the customer to calm down or telling the customer that her behavior is inappropriate, etc.).
3. Making no attempt to focus the customer on resolving the problem/situation.

RATING FOR RESPONSE: _____
(Interview for Test)

QUESTION: NOTES:

SAMPLE EFFECTIVE BEHAVIORS: SAMPLE INEFFECTIVE

BEHAVIORS:

RATING FOR RESPONSE: _____
(Interview for Test)

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(Interview for Test)

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BEHAVIORS:

RATING FOR RESPONSE: _____

(Interview for Test)

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SAMPLE EFFECTIVE BEHAVIORS: SAMPLE INEFFECTIVE

BEHAVIORS:

RATING FOR RESPONSE: _____

(Interview for Test)

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BEHAVIORS:

RATING FOR RESPONSE: _____

(Interview for Test)

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(Interview for Test)

QUESTION: NOTES:

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BEHAVIORS:

RATING FOR RESPONSE: _____

(Interview for Test)

QUESTION: NOTES:

SAMPLE EFFECTIVE BEHAVIORS: SAMPLE INEFFECTIVE

BEHAVIORS:

RATING FOR RESPONSE: _____

(Interview for Test)

ORAL COMMUNICATIONS

No questions are asked for this area. Rather, the participant is evaluated based on behaviors observed during the overall interview session.

NOTES:

SAMPLE EFFECTIVE BEHAVIORS:

1. Expressed comments in a concise manner.
2. Enunciated clearly.
3. Spoke in a fluid manner.
4. Looked at interviewer when speaking.
5. Used gestures to emphasize points.
6. Expressed ideas in an easy to understand manner.
7. Used proper grammar.
8. Used voice inflection to emphasize points.

SAMPLE INEFFECTIVE BEHAVIORS:

1. Rambled on or was overly wordy.
2. Had slurred speech.
3. Was overly hesitant or choppy when speaking.
4. Failed to maintain eye contact when speaking.
5. Expressed ideas in a manner that was difficult to follow and/or understand.
6. Made grammatical errors.
7. Spoke in a monotone and/or failed to use gestures.

RATING FOR RESPONSE: _____

(Interview for Test)

INTERPERSONAL

No questions are asked for this area. Rather, the participant is evaluated based on behaviors observed during the overall interview session.

NOTES:

SAMPLE EFFECTIVE BEHAVIORS:

1. At the start of the session, offered a polite and enthusiastic greeting.
2. As appropriate, used amenities such as "please" and "thank you."
3. Maintained a polite, courteous, and enthusiastic demeanor during the session.
4. Actively listened to the interviewer's comments (e.g., maintained eye contact while listening, nodding while listening, etc.).
5. At the close of the session, expressed appreciation for the interviewer's time and consideration.

SAMPLE INEFFECTIVE BEHAVIORS:

1. Asked questions in an abrupt or curt manner.
2. Displayed little enthusiasm or politeness.

RATING FOR RESPONSE: _____