

PHONE INTERVIEW

- Have application in front of you
- Have employee rating sheet ready to fill out

Script

"Hi, this is _____ with _____. Could I please speak with _____"

(Wait for proper person)

"Hi, _____, my name is _____ and I am the _____ (owner, manager, etc) of _____. You recently filled out an employment application for a _____ (position) with our company is that correct?"

"Great! I have reviewed applications and I am calling a select few of the applicants to do a short phone interview with them. Do you have a few moments for me to ask you some questions?"

"Good, please answer the following questions honestly and completely"

(Ask questions in this order – if at anytime you get an unfavorable response –end interview process immediately – no good wasting applicants or your time)

"Have you had a chance to review the job description you received when you filled out the application?" (if you did not provide one, or the answer is no, give a short description of the job)

"Does this position sound exciting to you? Explain..." (if no, end it)

"Do you see any reason why you could not perform the duties of this job effectively?" (if yes, end)

"Do you have reliable transportation?" (if no, end it)

"Do you have a valid driver's license with a clean record that we can verify?" (if no, end it)

“Great, now let me ask you a few other questions...”

“Tell me why you think you would be the best candidate for this position...”

(Don't jump in too soon – silence is a great motivator!)

(Ask 3-4 of the following questions)

- “If you could do any job, what would it be?”*
- “Why are you interested in joining our company?”*
- “What attracts you to us?”*
- “Is your current employer aware you are looking for another job? What kind of notice would you have to give him?” (remember, whatever he will do to “them” he will do to “you”!)*
- “Why do you want to change jobs?”*
- “What course did you like best/least in school?”*
- “Describe an exciting experience you had that really gave you a charge”*
- “What do you think you would like most about working for us? Least?”*
- “What are your favorite hobbies and why?”*
- “What do you think the most important trait is that you should have when taking*

care of a customer?”

(Close the phone call)

“Thank you for your time _____ (name). It has been a pleasure talking with you. I will be deciding in the next _____ (time frame) on whom to bring in for a formal interview. Do you have any questions for me before we end?”

(Answer questions briefly)

(Make notes and rate applicant using rating sheet)