

**Interview Outline – 15 minutes (make notes on their application)**

Find the office ok?

Are you familiar with Cutco & our program?

Just as a review, are you looking for FT or PT?

If F/T – Just so you know we will have full time hours available over the next few weeks but we've had a lot of qualified applicants apply. If we were unable to give you full time hours would you be ok with part time?

If P/T- Great, we have lots of part time positions available- they are mostly on Sunday's and Mon, Tues, Wed evening. You're comfortable with that?

If we were to make an offer, when would you be able to start?

Are you looking for summer or permanent? (*Permanent only for DMs*)

We advertise it as a receptionist position because that is really the most common term used to describe a position similar to what we have available. I don't think the term receptionist really does it justice. We refer to it as a recruiting assistant. My RA is my right hand in my office. I need them to be dependable, coachable, proactive & of course confident on the phone! When I say proactive I mean this isn't a position where receptionists sit and wait for the phone to ring. Some calls will be inbound but on average our receptionists make about 25 outbound calls/hr. Is that something you're comfortable with?

Well beyond making a lot of calls, it takes two things to be really good at this job- confidence and consistency. A successful receptionist must be confident representing Cutco and also consistent with the information they provide. That way what an applicant sees in our ad is the same information they get from our receptionist on the phone and that info is the same as what we cover in the interview. We want our information to be consistent. We're not in the business of surprising people. We would not be in business for over 60 years if we were surprising people along the way. To help the receptionist be consistent with information we provide a script for them to read while they are on the phone. That way every caller hears the exact same information.

Now, when you called us you did some auditioning you didn't know about. We only call back the messages that we really like so congratulations on making the first cut. We already like how you represent yourself on the phone. The next thing we want to find out is how you sound representing the company at the same time. We're going to have you do some auditioning today. This is a basic phone script for an incoming call. I'm going to be the caller and you will be the receptionist. The #1 thing I'm looking for when you go through this is that you go through it word for word. Go ahead when you're ready... (They only have to read the first page or so, enough until you feel you have an idea of skill level)

(Name), if you were to rate yourself on your audition today, from 1 to 10 how would you rate yourself?

Great, well as I mentioned I was really looking for that you were following it word for word & have the ability to read ahead. Now just to be clear since you are the first impression of the company it WOULD HAVE to be a 10. Do you feel that you could get it to a 10 consistently with some practice?

Like the ad says, this job starts at (Pay) per hour.

Pay is (weekly/) on (day of the week). We pay by cheque. Are you comfortable with that? Great.

(Name), it looks like I have all the questions answered I have. What other questions do you have for me? (Any questions about hours/ pay need to be handled confidently- "Like I said in the ad ...")

Is this the best phone number to reach you at? (Confirm number) Here is my business card.

Great, once we finish our interviews today I will either call you or email you with my decision. As I mentioned earlier we've had a number of qualified applicants so to let you know if everything goes well for you, we will get you in for training (this weekend) and have you start immediately on a part time 2 week probationary period. As soon as we have you established and hitting at least the minimum standards, we will have you move into a more structured schedule with the opportunity to earn more hours from there. Does that make sense? Great. It has been excellent meeting you today (stand up and walk them out).

### **Accepting an RA Applicant**

#### **Phone call later:**

If yes:

(Name), this is (manager) from Vector calling as promised with the results from your interview. Before we get into that, has anything changed on your end since our interview?

(If Anything changes- (they decide they want more hours or won't take it if they can't have full time right away) " Well \_\_\_, I'm really sorry to hear that but like I said in the ad/interview I'm unable to accommodate those requests at this time so I'll have to wish you luck in your job search. Have a great night!"

(Name), you did really well with your audition. Like I said in the interview we will need to get the approach to a 10 but I'm confident we can do that. I would like to get you started right away. Go ahead and get a pen so that I can issue you your training dates and times...

Just like I said in the interview, we have had a lot of qualified applicants for the position; the exact schedule and hours are still not determined, that will be something that is decided when our team is more established after training and that 2 week probation period I mentioned. So for now I'm guaranteeing you at least 15hrs a week and I'm sure we'll have no trouble getting you more hours real soon ok?

Training is (day) at (time).

- Training is really simple. We'll do some listening to live calls, role-playing and listen to your live calls.
- Make sure to bring your ID and social insurance number so that we can fill out your tax paperwork.
- Our dress code is \_\_\_\_\_.
  - Bring water and appropriate food/snacks (lunch/supper if over that time)

(Name), I will see you (day) at (time). I look forward to working with you.

#### **Bonus:**

***Want a great show to receptionist training?***

***Send them a welcome note, get their address from their application and mail it that day so they get it before training***

**Not Accepting:**

**(Name)** this is (manager) from Vector calling as promised with the results from your interview. Before we get into that has anything changed on your end since our interview?

**(Name)** You did really well in your interview and we really enjoyed meeting you however as I mentioned at the beginning of the interview we had a lot of very qualified applicants. Unfortunately we are not able to offer you either a guaranteed full time or part time position at this time. That being said we DO have a number of casual on call positions available that I would like to offer you. Is that something you might be interested in?

Basically, I'm offering that you could come in for a 3hr training shift to make sure you have a basic understanding of the position. Then if we are busier than we expect to be or one of the Full/Part timers is sick we would call you in. IF casual callers were going to be called it would be mainly on Sunday's as that's our busiest and most important day but Monday Tuesday Wednesday evenings are also important. While there is no requirement to be available as it isn't paid on-call work it's kind of like Substitute teaching, the more you say yes, the more you'll be called 😊

Great:

- Set Training for last 2hrs of Regular RA Trg covering only PR's
- Training is really simple. We'll do some listening to live calls, role-playing and listen to your live calls.
- Make sure to bring your id and social insurance number so that we can fill out your tax paperwork.
- Our dress code is \_\_\_\_\_.

**Not Accepting at All: See 'Rejection Email'**