

Take notes while listening to the message and give them an "A, B, or F" based on how good their message was. I will call ONLY A's first, and then post another ad if I need more quality applicants. I would call B's if ABSOLUTELY necessary, but really you only want A's in for an interview.

The phone interview takes about 5-10 minutes per person. That is enough time for them to loosen up on the phone so I know what they will sound like when they are comfortable. If they don't sound awesome, you can just say "great, well we are just taking applications right now so if I do decide to interview you I will give you a call." Sometimes if it's a scheduling conflict that we can't work around I will be honest with that.

Receptionist Phone Pre-Screening

Hi is this (name)?

Hi (name). My name is _____ and I am a ____ Branch/District Manager for Vector Canada. I was calling in regards to the voicemail you left us for the receptionist position we have open in (Office/City)? Do you have a few minutes? I do want to ask you a few questions... Great.

(Review notes from the voicemail or/& ask the following questions)

- Our office is located on (street) in (city) near (mall or crossroads). How convenient is that for you? Do you have access to a car?
- If you were accepted how soon would you be able to start?
- How often would you say you are sick or away from work?
- Are you going to school right now? (Great!)

Well I do want to give you more information on the receptionist position we are looking to fill. What you would be doing is answering incoming calls from applicants who are calling about our customer sales and service positions we offer and giving them a description of the job. You would be scheduling these applicants to meet with the manager. You would also be reviewing and calling online applications. You would be expected make on average 20 outgoing calls/hr either calling people we've been personally

recommended to work with, or reminding applicants about their interviews, etc. The position is very much oriented around the phone, so do you feel comfortable talking with people?

Now, can you tell me a little bit about what you have done in the past? Did you answer any calls? Talk with people directly?

Now how do you feel about goals? Meaning, if we were to give you a daily goal that has to hit, would you try to make that possible?

And how do you deal with rejection? I only ask because since you are talking to a lot of people, many will probably tell you that they already found something or that they are not interested. I wouldn't want that to affect your day. Great.

The name of the company is Vector Marketing. Our parent company is called Cutco. Have you heard of Cutco?

Cutco is a high quality line of kitchen knives sold in-home by thousands of college students each summer. Just to be clear, you are not applying for the traditional Cutco Sales Rep position. The position you are applying for is a receptionist position that screens applicants for the Cutco Sales Rep job. Does that make sense? (Great!)

Well (name), I was really impressed with all of your answers and you have a really nice voice. I would like to have you come in and meet directly with me.

How does your schedule look like for the rest of the week? (*Don't be afraid to same day schedule...it will give you practice/confidence teaching it.*)

****continue with scheduling process****

- Grab their email address for a follow up email confirmation
- Give them concise office directions
- Bring pen, paper, schedule & resume
- Dress professionally (appropriately)