

## **Vector Canada New Call Script – June 5<sup>th</sup>, 2013**

### **Get Name**

Hello, Vector! This is [Receptionist Name]. How may I help you?

Ok great who am I speaking with?

Ok, [Applicant First Name], just so you know, I'm the person who schedules interviews and what I can do for you is cover a brief description of the positions available and set you up for a time to meet with one of our managers. Have you filled out an application online? NO? Ok well I'm going to need to grab some basic info from you.

Can I get your last name? Confirm Spelling

### **Confirm Name**

I am going to read that back to you:

### **Get Phone**

Now [Applicant First Name], due to incoming calls for the positions, I can only spend a couple minutes on the phone with each person so I will be brief, but if you are selected for an interview, the manager will spend more time with you to answer all the specific questions that you have. Ok

Now [Applicant First Name], just in case we get disconnected can I go ahead and get the phone number you are calling from?

### **Get Phone Type**

And, so I know – is this a cell?

### **Get Office**

Alright [Applicant First Name] as far as the positions go, what we have available are part time and full time positions in entry level sales and customer service. So what you would be doing if everything were to work out, is working with customers, answering any of their questions, explaining products to them and helping them place orders.

### **Get Postal Code**

And [Applicant First Name] what postal code do you live in, so I can make sure you are calling the correct office?

### **Get Ad Source**

Ok, [Applicant First Name], the office responsible for interviewing people in your area is the [Office Recruiting Name] office. So, I can help you with that.

Also,

How did you hear about us [Applicant' First Name]? (Be specific)

Are you over 18?

If 17- Oh are you going into your graduating year? (If not they can't work with us)

And you have a valid Social Insurance Number right?

### **Company Description**

Ok [Applicant' First Name], that's good.

Do you have a pen and paper handy?

Ok [Applicant' First Name], Let me read you all of the information I have here about the positions available.

The name of the company is Vector Canada. That's spelled V-E-C-T-O-R. We work with a variety of houseware products as well as some outdoor sporting accessories and we have been in business since 1981. As I mentioned before, our company is currently filling part-time and full-time positions with flexible schedules in entry level customer sales service. If you were selected, you'd be meeting with customers and showing them the product. We work with our customers by a pre-set appointment basis, through a referral system, so there is no tele-marketing or door-to-door canvassing involved in the position. The starting base pay is \_\_\_\_\_. One of the things I do know [Applicant First Name] that the company provides a brief training program so experience is not necessary.

Are you comfortable working with people [Applicant First Name]?

Are you a student [Applicant' First Name], OR are you working currently?

(If not a student) That's ok; you don't need to be a student to work with us. I was just asking because we do award some corporate scholarships.

OK (Applicant) My manager has asked me to get a bit more information about each applicant so what kind of jobs have you had in the past?

### **Student Level**

Are you in Highschool or College/University?

### **School Name**

What school are you studying at?

### **School Year**

What year are you?

### **Major**

What is your major?

### **If Student**

- a. How do you like it so far?

b. What do you plan to do after you graduate?

Well I wanted to let you know that we do have flexible schedules and our students can work part time around their classes. Some of the students that work with us have been able to earn college credit and we've also had students earn scholarships based on their performance with the company.

Ok (Applicant) My manager has asked me to get a bit more information about each applicant, what is one of the best qualities that you would bring to a position if selected?

### **Set Interview**

Great John. Well everything sounds good here so let's move you on to the next step and get you scheduled for an interview. That way the manager can explain the position in full, answer any questions that you have and review your application and resume, OK?

It's been really busy in here so the manager is interviewing on a first come, first considered basis. I'm going to try to help you out here and find you something as soon as possible.

Just give me a second here...Hmmm.....mmmm...

OOH! I can actually squeeze you in [Interview Time]. Can you make that work?

**If NO:** – Oh really? Ok, what do you have going on?

Is there any way you can rearrange that? The only reason I ask about rearranging your schedule is because it's been really busy ... and the sooner you get in for the interview, the better chance you have to get the position. Is there any way you can make it work?

**If still NO:** – ok well let me try and help you out here...

Hold 3 seconds; find new time – hmmm... WAIT WAIT WAIT... I have an available time [Interview Time] I'm going to put you in for that OK?

Great! (Applicant) let me make sure we have all your contact information down correctly

Go to the firm up section

### **Get Email**

Secondly, what would be the best email address for me to send an interview confirmation to?

### **Confirm Email**

Ok, let me read that back to you.

### **Get Phone Numbers**

Now that I have you scheduled for the interview, there are a few things I need from you:

First, I need to make sure I have the best phone numbers to contact you at. I would like to get a home phone and cell phone number from you. I have [CHECK NUMBER YOU ALREADY HAVE] ....

### **Confirm SMS**

Just so you know [Applicant First Name], our computer system actually sends out a quick reminder text message before your interview okay.

If YES, make sure we have a cell phone number (if needed ask for the cell phone number), then choose yes below.

### **Get Address**

And lastly [Applicant First Name] I need your street address

### **Top**

### **After Recruit Info**

### **After Interview**

Ok, [Applicants First Name], can you grab a pen and some paper to write down all the interview information?

\*If they live far away: By the way, this office is where you would come to be interviewed, and if accepted, trained for the positions, but you will be able to work in [Applicant City].

- I have you confirmed for [DAY], [DATE] at [TIME]
- You are going to be meeting with the manager Mr. or Ms. [Manager's name]
- Will you be taking public transit or driving?
- The address to our office is [office address]. It's really easy to find, are you comfortable using google maps /GPS/Trip Planner? Great well those don't always get you exactly here, so I need you to jot down these directions for me ok?

\*\*\*\*\* GIVE DETAILED DIRECTIONS SLOWLY \*\*\*\*\*

### **After Directions**

Now, just in case you need to contact us our office number is [office phone number]

And, [Applicant First Name] just a couple pointers to help you do well at your interview

- First and most important, you need to be here on time. I have you down for [Interview Time] and [Interviewer] will expect to see you 15 minutes early so you can have your application filled out before Mr. or Ms. [Manager's name] meets with you
- Second, you will want to come in professional attire – no jeans, no t-shirts, no sneakers

- Bring your resume as well as pen, and paper.
- And if your first interview goes well, you may be invited to a second interview right after and that could take up to 90 minutes, so you should plan for that ok? Mr. or Ms. [Manager's name] likes to have time to review your application, go over all the details and answer all your questions.

I know that Mr. or Ms. [Manager's name] is taking time out of his day to be there so I have you confirmed for [DAY], [DATE] at [TIME], but we will expect you at (state 15 minutes early).

Great! I hope you do well at your interview, I may not be here when you come in but if all goes well maybe we'll be working together...Great! So we'll see you soon!

**Bottom**