



Interview guide

Sample - Retail Salesperson

Candidate name:

Assessor name:

Support agents: csolutions

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Questions

1. How would you sell me this pen? Convince me to buy it.

poor fit good fit

1 2 3 4 5

2. What sales pitches do you find most effective with customers? Give me some examples.

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1 2 3 4 5

3. What has been the most difficult thing you have had to sell? Describe an example of how you persuaded a reluctant customer.

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1 2 3 4 5

7. Tell me about a time when you helped someone without being asked to What happened? Why did you decide to offer your help?

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8. What do you find frustrating about helping people? Why do you find that frustrating?

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1 2 3 4 5

9. Tell me about your most difficult customer service experience What did you do and what was the outcome?

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1 2 3 4 5

10. In the past, which work environment did you enjoy least? What made this job unpleasant? What was wrong with that organisation?

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1 2 3 4 5

11. Imagine you work at a factory that produces toys. Lead based paint has been used on the toys. A reporter catches you when you leave the factory and asks: "Do your products poison children?" What would you say?

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1 2 3 4 5

12. Tell me about a time you used spoken communication skills to get an important point across. Explain the situation and what happened.

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1 2 3 4 5

13. What aspects of your past jobs have involved frequent verbal communication? Give some examples of the situations and your role as a communicator.

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1 2 3 4 5

14. In what areas of your past jobs has good verbal communication been critical? Give some examples of the situations and your role as a communicator.

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1 2 3 4 5

15. What has been your experience in giving presentations? What has been your most successful experience in giving a speech?

poor fit good fit

1 2 3 4 5
