Game Changing Business Skills

CSR Certificate Interview Preparation Worksheet

Date and time of this interview:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Company Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Primary Business/Product(s):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Description of the job description from the ad: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What are your competitive advantages you have for this position?

What do you know about this opportunity? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Do you have any “who you know” contacts you can reference in the interview that will HELP you relate to the interviewer? (Name, title, connection?)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Google Search on the phrase: (company name) news or (company name) in the news

Google Search on: (company name) press releases

You can say in the interview, I see you had a press release on \_\_\_\_\_(date)\_\_\_\_\_\_\_ on \_\_\_\_\_\_\_\_\_\_\_. That sounded interesting? Any more on that?

News:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Question to ask on that: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

News:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

News Question to ask on that: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

News:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

News Question to ask on that: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

For example: (I see you are moving your supply chain to The Philippines, how will that affect your production and shipping time frames?)

Key points you that may make in the interview to the company want to hire you over other candidates

* I have successfully completed Game Changing Business Skills’ comprehensive Customer Service Representative Certificate Course.

Try to find the corporate goals on the website to see where the company is going. (sometimes this is hard to find.)

Search on their annual report, CEO’s comments, videos by the CEO, and press releases

Goal #1 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Goal #2 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Goal #3 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Question 1 on Goals: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Question 2 on Goals: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Example question: (I see your #3 corporate goal is to increase online sales, is that why you are hiring Customer Service Representatives? If I am hired, is that how I would fit in to achieving your corporate goals?)

Hello, I’m \_\_\_\_\_\_\_\_\_\_\_\_\_.

Consider my interdiction as a “firm handshake.” (then laugh)

If it is a face to face, KEEP EYE CONTACT DURING THE WHOLE INTERVIEW, other than looking at your notes on this worksheet.

Take this worksheet into the interview.

You WANT them to ask, “what is that?” Then you say, “I’m prepared. I like to be prepared so I can be more bring more value to my company and customers faster and more effectively.

Your Elevator Speech: (practice this in the mirror and to friends and family)

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See the elevator speech examples

A generic elevator speech example

After doing my research and looking at my abilities, I have decided that becoming a CSR is where I want start my corporate career. So I made a plan to make me as productive and valuable as possible so I can get started fast for my company. I just successfully finished a comprehensive Customer Service Representative Course where we covered topic like how to become an effective CSR faster, how to do reflective listening to professional handle objections (I’m not there yet but I look forward to getting better with experience), business etiquette to learn how to reduce costly mistakes made by new hires, how to run a professional business meeting, and business acumen training to focus on the corporate goals and keep my eye on the ball. My understanding is that having this training is rare even for high school grads and even for college grads. This makes me unique and a lower risk candidate with a higher chance of success. The reason I can say this is evidenced by my proactive focus on the CSR position while some of your other candidates just want to get any job they can get. I have more focus and buy in to being successful as a CSR.

What are the points the interviewer liked in order of the reaction?

I want to followup with a thank you letter, how should I contact you?

Ask the interviewer at the end of the interview, “What are the next steps?”

His or Her answer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Is this a job you want to pursue or look for another? (yes, no, not sure yet) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

A generic elevator speech example (see the elevator speech download for other examples). I can certainly pick out parts of any of the speech to make your targeted elevator speech.

After doing my research and looking at my abilities, I have decided that becoming a CSR is where I want start my corporate career. So I made a plan to make me as productive and valuable as possible so I can get started fast for my company. I just successfully finished a comprehensive Customer Service Representative Course where we covered topic like how to become an effective CSR faster, how to do reflective listening to professional handle objections (I’m not there yet but I look forward to getting better with experience), business etiquette to learn how to reduce costly mistakes made by new hires, how to run a professional business meeting, and business acumen training to focus on the corporate goals and keep my eye on the ball. My understanding is that having this training is rare even for high school grads and even for college grads. This makes me unique and a lower risk candidate with a higher chance of success. The reason I can say this is evidenced by my proactive focus on the CSR position while some of your other candidates just want to get any job they can get. I have more focus and buy in to being successful as a CSR.

8 Interview Steps

The Day Before the Interview

Step 1. Research the company on the internet.

Step 2. Plan your strategy to control the flow of the interview.

Step 3. Here are examples of elevator stories that will help you prepare for your interviews and review the Customer Service Representative Interview Worksheet Download

Interview Day

Step 4. Finish your Worksheet and review your notes and worksheet the night before the interview

Step 5. What to Say At the beginning of the interview and how to get your planned points communicated during the interview

Step 6. Execute you plan during the interview and make notes of the interview

After the Interview

Step 7. Review your notes from the interview and write a follow-up letter

Step 8. Fill out the applications

You’ve got this!

Your job in the interview process is to get your points in to try convence the interview you can do the job and you are the best choice.

Then it’s up them.

If it doesn’t work out or you don’t see a match, say the four-letter word: NEXT.

You want to find a company that you like and they like you.