

INTERVIEW QUESTIONS

RECEPTIONIST/SALES & MARKETING ADMINISTRATIVE ASSISTANT

1) How proficient are you with Word and Excel programs?

2) How many telephone lines have you worked with? How would you handle 4-6 lines ringing at once (example)

4) Describe how you would handle this situation: word processing, several lines ringing at once, 2-3 applicants waiting for an application. (Multi-tasking abilities)

5) If an applicant stopped in and become agitated, annoying, was dirty, harassing, what would you do?

3) What if we were not hiring at the moment, and an applicant stopped in who you thought would be someone that would be a good fit with our crew personnel, what would you do?

6) Salesmen – different personalities, lack of organization, rush jobs (describe to applicant)

7) Salesmen are required to sign out when they leave for appointments, the day, etc. If one or more are consistently leaving without signing out, or you see someone walking out the door without signing out, how would you handle this?

9) How would you answer a phone call?

10) You receive a call for one of the owners, the caller sounds concerned, or is upset, and none of the owners are available, what would you do?

8) You receive an urgent phone call, or an emergency from a client and cannot reach the person they need to speak with, how would you handle this type of call?

11) What are your long term objectives?

12) What would be your ideal job or career?

13)

14)

15)

SAMPLE