

THE OUTSOURCE  
PROFIT MACHINE

# 24-HOUR PRODUCTIVE

## The Interview Questions

SPECIAL REPORT & TEMPLATE

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# The Interview Questions

## The Interview

**Applicant's Name:** \_\_\_\_\_

1. Detailed Work History.

- Responsibilities
- Major challenges
- Accomplishments
- Most + least enjoyable
- Reasons for leaving
- Supervisor's name + strengths + weaknesses

2. Tell me which supervisor you most + least enjoyed working for and why?

3. How do you like to receive job instructions - step by step or overview? (*Pick one*)

4. How do you learn best?  
- Videos, books, diagrams, one-on-one?

5. What is your greatest strength?

6. If you had to pick one method – would you say you prefer to work alone or as part of a team?

7. Tell me about a time when you excelled in customer service?

8. What do you like most about business?

# Overview

We've now come down to our top few applicants. We then set a time for a video interview on Skype. You want to make sure that they rock up on time and they can do their time zone conversions correctly. Make sure that they have a webcam, which shows they've got good internet connection and they're somewhat internet savvy. If you can set up a webcam, that's a little bit of a start.



Then we do what's known as a tandem interview. I'll only interview with two people: so, there will be the applicant, plus myself, plus my right-hand person. What the right-hand person does is they're the scribe. They'll sit there and write down everything. We've got a series of questions that we take them through. I used to do it where I would write it down and it would disrupt the flow. You need to make sure that you've got a scribe and you'll also record.

We do this over Skype, so we record the interview as well. That way we can have some of the other team members listen to the interview, and see if they get good vibes or bad vibes from the person. We do a tandem interview where I'm asking the questions. In addition to that, the scribe also sit there and scribble down all of the answers. I'll make a few notes here and there.

You'll see an example of some of those questions on the last page. One of the key areas that I'm trying to get out of this process is going through their work history. I want to go through their resume, and get them to talk about each stage of their work history to get to where it is that they are today.

I ask them about their boss, if they were a good boss or a bad boss, why they left, and what they did at their previous job. The reason I do that is to find recurring situations. For instance, they say they've worked at five or six places. They then tell you the story, and every time they say that they left because the manager was such a bad boss, was always on their back and wouldn't give them any room. And this happened at every point in time. What are the chances of them having six of these bad bosses? Slim. They're probably taking the same problem to every job that they do. They're taking themselves. They are the problem.

What we're doing here is looking at their work history to find out if they're a problem. Stars, A players, love to talk about their past. An A player will tell you about their successes. They want to say that at this job, they did this, this and this, and it was really good. It's the B players who sit there and say that they don't really want to talk about their past. They'll be a little bit cagey about it. So, you want to make sure that you ask good questions about their past. People don't change.

Early on in the interview as well, I find if I get a gut feeling that they're not right, I'll cut them loose very early. I don't want to appear rude, I'll give them a chance. But I'll usually thin out my questions and I'll drop a few of my questions out just to get them through. I don't want to waste their time, I don't want to waste my time, and sometimes you just know.

The questions on the last page is the actual Smart Interviewing questions that we go through. I call it Smart Interviewing because it's based on Brad Smart's *Topgrading* book. I start off with a detailed work history, the responsibilities, the major challenges, the accomplishments, what they liked most, what they liked least, reasons for leaving, the supervisors' names, what was the strength of the supervisor, and what were some of the weaknesses. I ask them which supervisor they liked the most and least, and why they enjoyed working for them. That's a really good indicator as to why they like working with someone, and I'll draw out on that.

## **The Interview**

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- Responsibilities
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### **2. Tell me which supervisor you most + least enjoyed working for and why?**

### **3. How do you like to receive job instructions - step by step or overview? (Pick**

How do they like to be managed? It leads into the next question, which is how they like to receive a job. Do they like step by step, or do they like an overview? That will give you an idea as to the type of person they are. Some people like to be let loose, other people want detailed.

I ask them to tell me exactly (to a granular level) what it is that they do. How do they learn best: videos, books, diagrams? We do a lot of ScreenFlow and Camtasia, screen-recording software because they're based over in the Philippines. We want to make sure that they're happy and comfortable to learn through YouTube or videos, those types of things.

Then, what are their greatest strength? These questions as well are a little bit random, there's no real set order. There's a bit more of a process in the initial questionnaire whereas the interview process I like to mix it up a little bit more random so they don't know what question to expect next.

2. Tell me which supervisor you most + least enjoyed working for and why?
3. How do you like to receive job instructions - step by step or overview? (Pick one)
4. How do you learn best? - Videos, books, diagrams, one-on-one?
5. What is your greatest strength?
6. If you had to pick <u>one</u> method – would you say you prefer to work alone or

Do they prefer to work alone or to work as a team? You'll get everybody say that they don't mind working alone or as part of a team. I usually push it, "If you had to choose, which would you pick?" and get them to choose one.

Instances when they excelled at customer service is another question. At the core of all business, the customer is key. You want to make sure that you over deliver to the customer. So for me, regardless of what it is that they're doing, I want to make sure that for them, customer service is something that they understand. And really, customers are the ones paying the bills, so let's make sure we give them a good service.

- Videos, books, diagrams, one-on-one?
5. What is your greatest strength?
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7. Tell me about a time when you excelled in customer service?
8. What do you like most about business?

What do they like most about business? I like to throw in a very general question, and usually I'll say, "I know this is a very broad question. I particularly ask it that way so that I can just get your interpretation." Everybody is involved in business whether they know it or not. Some people might sit there and say that they don't really know business or they don't like business. But you want to push them for an answer because they're getting involved in business. You want someone to say that they find it a challenge, or that it excites them, or that they understand the way that it works.

as part of a team?
7. Tell me about a time when you excelled in customer service?
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Where would they like to be in five years? What skills would they like to improve? The list goes on.

9. Where would you like to be in 5 years?
10. What skill or quality would you like to improve the most?
11. What do you expect from this job (short/long term)? What are you looking for?
12. If you were given too much work what would you do and how would you cope?
13. How would you describe your personality style?
14. Are you stronger in directing or doing work?
15. What is your greatest weakness?
16. <Talk a little about the position> What areas are you particularly interested in?
17. Do you have any questions?

We take the time to hire slowly and fire very quickly. It is a very long process. The interview can go for an hour, an hour and a half. They've already done the questionnaire, they've already sent in their cover letter. I'm looking for A players and it's worth the time.

## Applicant's Name:

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