
Interview Guide for Receptionist

Applicant _____ Dept. _____

Interviewed by _____ Date _____

EMPLOYMENT HISTORY

S **A** **W** **U***

Discuss:	Duties & Responsibilities	Performance record
	Accomplishments/Contributions	Record of promotions
	Skills/Abilities demonstrated	Record of salary increases
	Likes/Dislikes	Reason for leaving

TECHNICAL COMPETENCE

S **A** **W** **U***

Medical Terminology _____	Multi-line Phone _____
# WPM _____	Transcription/Dictaphone _____
Hardware _____	Word Processing _____
Software _____	Spread Sheet _____

Ability to compose grammatically correct correspondence and documents. _____

Check Resume for typos.

EDUCATION

S **A** **W** **U***

Discuss:	Grade point average	Extracurricular activities
	Honors/Awards	Leadership roles

Interview Guide for Receptionist

TEAM PLAYER

S **A** **W** **U***

Look For: Works well in a collaborative environment. Established and maintains supportive, constructive, and responsive relationships with co-workers. Contributes to reaching group goals. Can subordinate self-interests to group interests.

- Ask:**
- What rating do you think co-workers would give you on a scale of one to ten, where ten is 'extremely cooperative' and one is 'extremely uncooperative as a team player'?
 - Why did you choose this rating and would you have to do to be rated higher.
 - What things have you done in the past to encourage a team-like atmosphere on the job?
 - Do you participate in any non-working organizations?
 - Please define for me when a team in the work environment is.
 - How do you see yourself in that environment?

SERVICE ORIENTATION

S **A** **W** **U***

Look For: Combines a friendly and personable style with a sincere desire to be helpful to others, i.e. to patients, their families, and to co-workers. Listens actively and questions as necessary to gain understanding of others needs or interests. Provides appropriate assistance in meeting their needs or interests. Deals productively with people who are angry and upset: remains objective and conveys a genuine interest in helping.

- Ask:**
- Tell me about any experiences where you have had to be of service to other people.
 - What did you like most about these experiences?
 - What did you dislike most about them?

PREPARATION

S **A** **W** **U***

- Ask:**
- How do you prepare when you are anticipating a meeting, presentation, etc.
 - Walk me through a typical presentation (for a particular job).

ADAPTABILITY

S **A** **W** **U***

Look For: Ability to change priorities, schedule on short notice.

- Ask:**
- Give me an example of a day when your priorities changed many times.
 - How did you accommodate the changes?
 - How did you feel about it?

Interview Guide for Receptionist

EMOTIONAL SELF CONTROL

S **A** **W** **U***

Look For: Handles conflict in a calm, unemotional manner, does not take it personally.

Ask: ➤ How do you feel when angry people call on the phone for your employer, your employer is not there and they vent their feelings on you? How do you handle the situation?

CONFRONTATION

S **A** **W** **U***

Ask: ➤ Many people prefer to avoid situations with others that may be unpleasant like expressing a strong disagreement. How about you?
➤ Can you give me an example of a confrontation situation you had recently?
➤ How do you think you handled it?
➤ How could you have done better?

FRUSTRATION

S **A** **W** **U***

Look For: Ability to deal with situations beyond his/her control. Continues working toward goals despite setbacks and barriers.

Ask: ➤ What are some of the frustrations experienced in your last/current position?
➤ How did you deal with the frustration?

PRESSURE

S **A** **W** **U***

Look For: Deals effectively with pressure and stress on the job. Is productive in a pressured environment.

Ask: ➤ Describe a recent situation that you felt caused pressure for you.
➤ How did you deal with it?
➤ Would I have known you were under pressure?

Interview Guide for Receptionist

ASSERTIVENESS

S A W U*

Look For: Can be counted upon to express opinions, contribute ideas, and challenge other people's ideas. Will assume a leadership role in a meeting or activity when it is appropriate. Knows when to back away, however, and is neither hostile nor abrasive.

- Ask:**
- How do you define assertiveness?
 - Would you be called assertive or aggressive?
 - Give me an example of when you've behaved in an assertive manner.

MOTIVATION

S A W U*

Look For: Some people have a strong need for one or more of the following factors. If that need cannot be met in the work environment (i.e. the job, working conditions, boss, company culture, etc.) their performance usually suffers. Frequently they find another job that they hope will be more satisfying. Regardless, they will not be a winner in any job that does not meet their needs to a reasonable degree.

Financial Rewards: Has a strong drive to acquire money and/or what it will buy.

Advancement: Is ambitious, career oriented, wants opportunity for promotion (s).

Achievement: Needs to accomplish goals, to be able to get things done.

Challenge: Needs new tasks/assignments that present a test of skills and abilities, wants to learn, to develop new skills.

Power/Control: Has a strong drive to control people and situations.

Recognition: Needs to know that efforts and/or accomplishments are recognized and appreciated.

Responsibility: Wants to be help accountable for results of an assignment and have reasonable freedom in determining how to achieve those results.

Look For: Applicants who are a good fit with the boss. Do not have any strong needs that the boss cannot meet, e.g., recognition, responsibility.

- Ask:**
- "Think of the best boss that you ever worked for and tell me what he did that made him good." Then, "Think of the worst boss that you worked for and tell me what made him the worst."
 - "What characteristics do you think an ideal boss should have?"
 - "How would you react to a boss who <describe any potentially negative characteristics of the boss for the job>?"

Evaluate: If there are any factors that the good boss supplied but the bad one did not, they may be a strong need. You can verify your assumption by asking, "How important is it to you that your boss <need>?" Rate the applicant weak on Will Criteria if there is a strong mismatch between his needs and what the boss can supply.

Interview Guide for Receptionist

MOTIVATION (CONTINUED)

S **A** **W** **U***

Look For: These are motivational factors that applicants must bring to the job. They are part of the applicant's work ethic and desire to produce a result of high quality.

- Fast Paced. Works rapidly. Has a high energy level.
- Hard-Working. Needs and wants to be busy. Takes pride in putting in a good day's work, in working hard.
- High Initiative. A self-starter. Recognizes what should be done and does it. Initiates action. Proactive instead of reactive.
- High Standards of Performance. Takes pride in the quality of goods or services produced. Is uncomfortable doing less than a high-quality job. Wants to excel.

Ask:

- "What do you think your boss will tell me when I ask how hard you work?"
 - ◆ Or, "... how much initiative you have shown on the job?"
 - ◆ Or, "... how conscientious you are?"
 - ◆ Or, "... about your record of meeting deadlines?"
- "How fast is the general pace of work in your office, in the group with which you work?" Then, "How does your pace compare?" And, "On a scale of one to five, with five being very fast, at what pace you prefer to work?"
- "How busy are you during the average day in your present job?" How many breaks do you take in an average day?
- "Can you give me examples of how have you shown initiative in your present job?"
- "What about your present work gives you a sense of pride?" And, "What have you accomplished in recent jobs that you feel proud of.?" Or, "How important is it to you to produce work of high quality.?" Then, "Give me some examples of recent work that you feel is high-quality."

Evaluate: Strong applicants know that they work hard; they like to be busy. Some prefer a fast pace, but whether or not this is necessary for winning performance depends upon the job. Applicants with high initiative can describe how they have applied their initiative in recent jobs. Applicants with high standards of performance can point with pride to the results of their efforts.

Interview Guide for Receptionist

EVALUATE THE INTERVIEW AND COMMENT:

Oral Communication Skills: _____

Written Communication Skills: _____

Overall Evaluation: _____
