

How a Company Hires

Instructions:

Speak to someone at a business who does hiring to learn about their hiring process. This could be a manager, owner, or HR personnel. Explain that you are doing an assignment for this course and would like to learn about how they currently do their hiring. The conversation should take about 30 minutes. Get answers to the following questions:

Company name: Advanced Car Rental

Employee name: Mira Abouchacra

Employee position: COO

1. What are they looking for when they hire (skills, behaviors, attitudes)?

Professionalism, customer service skills, and reliability. Communication skills are very important, especially since the job involves dealing with a wide variety of customers. For technical roles (like vehicle maintenance), specific certifications or technical expertise are required.

2. For what types of jobs do they hire entry-level/recent graduates?

The company often hires entry-level employees for roles such as customer service representatives, reservation agents, and administrative assistants. Recent graduates with a background in business, hospitality, or logistics are preferred. They also occasionally bring on interns to assist with marketing, IT support, and fleet management.

3. How many applications do they typically receive for a position at your level?

For a single entry-level opening, they usually receive between 30 to 50 applications, depending on the job posting and the time of year. Roles in customer service tend to attract more candidates.

4. How much experience does an entry-level hire need?

While previous experience is a plus, it is not a strict requirement for most entry-level positions. Mira mentioned that they mainly look for candidates who are eager to learn, show strong initiative, and demonstrate good interpersonal skills. Some basic knowledge of rental systems or CRM tools is helpful, but training is provided on the job.

5. How do they look for new employees? Do they use online job boards? Which ones? What other methods?

Advanced Car Rental Lebanon uses several methods to find candidates. They regularly post job openings on local job boards like **Foras**, **HireLebanese**, and **Bayt.com**. They also share openings through their social media and occasionally rely on word of mouth or internal employee referrals. For technical positions, they may reach out directly to vocational schools or training centers.

6. Do you have a copy of your application form that I could use to review in my class?

No.