



## Teller Profile and Interview Guide

John Sample

Position: Teller

*This report is based on the candidate's answers on the ZERORISK Hiring System Profile. The profile reliability score is high, which indicates that the results are very reliable.*

 **This candidate is showing to be Low Risk**

**ZERORISK HR™ Inc.**  
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# Candidate Interview Guide for John Sample

## Teller Profile and Interview Guide

This Interview Guide is designed to help you do a more accurate and thorough interview of the candidate. The IN Benchmark Range indicates that the profile score falls within the desired range for a success as a teller, and the OUTSIDE Benchmark Range indicates that the profile score does not fall within the general range for success for a teller. Be careful that you DO NOT USE this report as the sole basis for deciding to hire or not to hire this candidate.

### **Customer Service/Relationship-Building Skills**

#### **(INSIDE Benchmark Range)**

**BEHAVIOR SUMMARY:** Loves to be around people; clear and positive when interacting with customers; easily develops rapport and can be engaging when dealing with customers, and thus be attentive to their needs.

**IN THE INTERVIEW:** Explore to confirm that this individual has been able to build relationships and relate to people effectively on an individual basis.

**INTERVIEW QUESTION:** “Can you think of a time when you received positive feedback about a customer interaction you have had? Tell me about the situation, what you did and the outcome.”

### **Accuracy/Attention to Detail and Practical Thinking**

#### **(INSIDE Benchmark Range)**

**BEHAVIOR SUMMARY:** Well organized and accurate when dealing with details and numbers; effective planner; good common sense to exercise sound judgment.

**IN THE INTERVIEW:** Confirm that this individual has been able to exercise sound judgment when dealing with customer issues and has shown accuracy when dealing with numbers and details.

**INTERVIEW QUESTION:** “Many people either take action too quickly before they’ve had time to evaluate all of the information relating to a customer situation, or they move so fast that they don’t check their work for errors. Give me an example of how you’ve thoroughly made sure you had all of the relevant information when dealing with a customer situation as well as what you do to confirm accuracy within your work.”

### **Ability to follow Systems and Procedures**

#### **(INSIDE Benchmark Range)**

**BEHAVIOR SUMMARY:** Benefits from rules and processes; likes things to be clearly defined; positive about company policies and procedures; can be patient working with processes and systems; flexible at accepting new rules when not surprised by them.

**IN THE INTERVIEW:** Explore to make certain this individual buys into your organization’s policies, procedures and ways of doing things. It’s often best to provide them with a realistic preview of your processes and systems.

**INTERVIEW QUESTION:** “Please give me an example of how you handled a situation where your manager and/or coworker tried to impose a rule and/or company policy on you that you didn’t necessarily agree with. Please describe for me the situation, your reaction/response and the outcome.”

## **Ability to Handle Sales Rejection and/or Customer Criticism**

### **(INSIDE Benchmark Range)**

BEHAVIOR SUMMARY: Driven to achieve; driven to win; feels sales rejection and customer criticism but not decimated by it; competitive and team-oriented; thick skinned.

IN THE INTERVIEW: Ask questions to confirm that this person has the personal courage and resiliency to work through tough obstacles they may face in a teller role.

INTERVIEW QUESTION: “Give me an example of a time when you learned from one of your mistakes that was brought to your attention by a customer, coworker or manager. How did having it brought to your attention make you feel, and what did you do to overcome or correct the mistake?”

## **Recognition and Team Orientation**

### **(INSIDE Benchmark Range)**

BEHAVIOR SUMMARY: Can be very loyal; team player; confident in own abilities; good suggestive selling skills.

IN THE INTERVIEW: Explore to find out if this individual has the necessary self-confidence and initiative to effectively promote your products and services.

INTERVIEW QUESTION: “Give me an example of a time when you effectively promoted a product or service to a customer. What was the situation and describe the action steps you took.”

## **Goal Orientation and Work Ethic/Inner Responsibility**

### **(INSIDE Benchmark Range)**

BEHAVIOR SUMMARY: Personally self-judging; driven to be found responsible; consistent work ethic and accountability; will be reliable and trustworthy.

IN THE INTERVIEW: Ask questions to confirm this individual has exhibited a consistent work ethic and is committed to personal and career goals.

INTERVIEW QUESTION: “Dependability and loyalty are characteristics that some think are very important. How would you describe yourself in terms of being dependable and loyal? What examples from your past could you give me that would be evidence of this? What contributions to your department/organization are you most proud of?”