

Unit 2 – A Job Interview

Script

8.4.1 MR= Matt Reece AD =Angela Davis

MR: So, Angela, can you tell me about your work experience?

AD: Yes. Well, I work as a team leader in customer services for a retail company. I started my working life as a Shop Assistant and then I moved into customer services. I have a lot of experience dealing with customers.

MR: And what are your main strengths?

AD: I have excellent communication skills, both speaking and writing, but I think the most important skill is listening, really listening to your staff and customers.

MR: Yes, that's an important skill for customer services.

AD: I think I also have good problem-solving skills, as that's part of my job everyday. It's essential to listen to customers and my team and help to solve their problems.

MR: What other skills do you have?

AD: I have good IT skills, because we deal with customers via many digital channels these days. And I have good people skills; I'm good at motivating my team to do their job well. That's essential when you manage Customer Service Advisors.

MR: How have you helped to motivate staff?

AD: Well, there are lots of ways to do that I've always set goals with staff and when they meet those goals, we celebrate, for example. It's important to have a good team spirit. The job can sometimes be stressful, when customers get angry.

MR: Yes, you're right. And, have you ever organised training sessions?

AD: Yes, I've done a lot of staff training and given presentations.

MR: What about staff? Have you ever had any problems with difficult people in your teams?

AD: Yes, there have sometimes been problems between team members: usually ...

MR: Yes, that's true. Why do you want to work for our company, Angela?

AD: I want to progress in my career and your company has an excellent reputation for customer service.

MR: Why do you want to leave your current job?

AD: I enjoy my work and I've learnt a lot, but your organisation has more opportunities.

MR: Where do you see yourself in five years?

AD: I'd like to develop my skills and do more staff training.

MR: Do you have any questions for me?

AD: Yes, I do. What training opportunities are there with this job?

MR: Well, we have an excellent management training programme. We'll train you in all our products and processes. We'll also provide on-the-job training.

AD: Sounds great! Another question I want to ask is about ...