TELL ME ABOUT YOURSELF

Hello my name is **Alyanna Hope,** by the way I do really appreciate the opportunity to be interviewed today. Having studied the job description posted, I am confident that I have the skills and the qualities needed to excel in this role. You’re looking for an **Appointment Setter** .Luckily, As a customer service representative for 3 years and 6 months, what we usually do we handle inbound and outbound calls (food delivery) and we also answered emails from the customers. We always make sure that we maintain the connections and trust of the customers to the services and clients. And as an appointment setter for quiet sometime I have the experience to do outbound calls to the leads/prospects we do sales (it is a b2b telemarketing) we offer services specifically application to help the store owners in their business to hire applicants in an easy and fastest way.

WHY SHOULD WE HIRE YOU? Or IF WE HIRE YOU WHAT CAN YOU CONTRIBUTE IN OUR COMPANY?

I am confident that I would be the best fit for this role, I am a **fast learner** I can work independently with little supervision. I can manage my time and can handle multiple priorities while meeting deadline even under pressure. I am **effective and passionate** of what I am doing. You can show me everything that needs to be done and I am ready to learn and I am hungry to succeed. You should hire me because I’m an **adaptable person**, I will always embrace change with a positive mindset and takes challenge with confidence. I will be an asset to your company I will work very hard to help the company move forward. I will be working for your company either in the same role or having gained advancement to a higher level. **I want to be seen** **as a trusted, reliable and productive member of your company. And also I plan staying for a long period of time**. If you will hire me in this position I believe you will see a positive return to your investments.

WHAT ARE YOUR STRENGHTS AND WEEKNESSES

My strengths include the fact I **am discipline person** (I never been late for my previous job) I will be able to perform consistently in my work. Other strengths include, I am a **fast learner** who can easily adapt sudden changes. I am a **trustworthy and flexible person** I can do overtime or will take an extra duties and stay behind late after work.

I am aware of my weakness, and one of my weaknesses **having trouble asking for help** maybe*because I am independent and enjoy working quickly sometimes, it has been difficult for me to ask for help when I need it. However, I have learned that it is much more beneficial to reach out when I do not understand something. And I believe there are many experts around me have specific knowledge and skills that can help make my work better.*

WHERE DO YOU SEE YOURSELF IN 5 YEARS?

IN 5 year time, I see myself as a respected member of your team and also someone who can be relied upon to. I would also be happy to help you train up other people who join the company in a similar role to this one.

WHY SHOULD WE NOT HIRE YOU?

You should not hire me if you are not looking for someone who can do the task effectively and efficiently. You should not hire me if you are not looking for someone who are discipline and focus, you should not hire me if you’re not looking for someone whose plan is not staying for a long period of time.

WHY DOYOU WANT TO LEAVE YOUR JOB?

I want to leave my job because I feel I have reach **my full potential** with my employees I am now ready for a **fresh challenge** with your company that can add value based on my skills, experience and knowledge that I can bring to the role. I will leave my employer on **good terms** they have been supportive with me and we have achieve great things together. However it is time for me to move on to the next chapter in my career and I genuinely hope it is in this role with your company.

QUESTIONS to THEM:

What would you need me to concentrate on in the first 30 days of starting this role?

SALARARY EXPECTATIONS

I have research the salary range for Appointment Setter position and it comes out between $480-500 per month) ($10-12 per hour). And the fact that I can add significant value to the business, I believe I am worth of salary of $450-480 per month. However, I do understand this has to be work for you too, and on that basis I would be comfortable with a salary of $450 per month.

*CAREER GOALS SHORT AND LONG TERM)*

*In order for the company to grow and move forward, we need to meet specific targets provided.* My short term career goal, *I will aim to meet, exceed and maintain my targets each month. I’d like to learn from my colleagues as well and get to understand the company culture. In my previous role, I found it helpful to look at how my colleagues achieved success.*

*My long term goal is to see myself as a respected member of your team, someone who can be relied upon to (a role model). I would also be happy to help you train up other people who will join the company in a similar role to this one. I am planning on completing learning modules, learning a new set of skills, gaining experience in leadership and team-building through trainings. I am* ***effective and passionate*** *of what I am doing. You can show me everything that needs to be done and I am ready to learn and I am hungry to succeed.*

*WHAT DO YOU EXCEL AT PROFESSIONALLY*

*With my strong customer service background and problem-solving skills, I feel successful in tasks involving interacting with customers. Customers often acknowledge how they appreciated the quality of service I provide. Actually, I excel in customer service satisfaction rating that is one of the KPI that we should maintain to* build the connections and trust of the customers to the services that we offered and to the clients itself. *I also enjoy fulfilling administrative duties, answering emails from customer. And I would love the opportunity to grow and develop my abilities in related tasks. I am* flexible and open to learning new tasks and skills to advance beyond my current skills that I have. And I also plan staying for a long period of time.

*WHAT AREYOU NOT GOOD PROFESSIONALLY*

I am aware of my shortcomings, and one of my these is **having trouble asking for help** maybe*because I am independent and enjoy working quickly sometimes, it has been difficult for me to ask for help when I need it. However, I have learned that it is much more beneficial to reach out when I do not understand something.* Along the process, I understand asking help shows strong self-awareness and helps the organization by getting ahead of a possible inefficiency. *And I believe there are many experts around me have specific knowledge and skills that can help make my work better.*

*RATE FROM YOUR 3 PREVIOUS BOSSES (1-10)*

I am confident that they would rate me 9 out of 10.Because of these characteristics that I can bring to the table or contribute to the company. I am a **fast learner** and **adaptable person**, I will always embrace change with a positive mindset and takes challenge with confidence. I am ready to learn new things and I have the strong strive to win for it. I am **effective, dedicated and passionate** of what I am doing. I will work very hard to help the company move forward. I can do overtime or will take an extra duties and stay behind late after work. They see me as a trusted, reliable and productive member of their company. I am a **trustworthy and loyal person**, I plan staying for a long period of time

*WHY DO YOU THINK YOUR QUALIFIED FOR THE POSITION*

I am confident that I would be the best fit for this role, as a customer service representative for years, I am a solid communicator I understand the importance of communicating with customers through outbound and inbound calls, I am comfortable over the phone talking to the customers/leads or prospects, I can maintain the connection and trusts to the customer to the business or clients. I am discipline and focus, flexible and versatile, a dedicated and passionate person. If you will hire me in this position I believe you will see a positive return to your investments.

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TELL ME ABOUT YOURSELF with no experience

Hi my name is \_\_\_\_\_\_\_\_. By the way thank you for giving me the chance to be interviewed today. I’m \_\_\_\_\_ years old and I recently graduated from school with course. While there, I learned a lot and now I’m ready to apply my knowledge into practice and get some hands-on work experience. While I don’t have any real-life work experience, I would describe myself as a hardworking, committed and disciplined person. I am adaptable person as well, I can work with the team comfortably. The fact that I am new to this industry means you can help and guide me everything you need me to do to grow in this company. I am a fast learner too, I can learn how to do the things the right way.

DO YOU HAVE EXPERIENCE IN BPO?

I don’t have any experience yet in a BPO company, however, I am willing and excited to be part of this field. BPO has always been a career opportunity for me as you are exposed to a new field, wherein a person can develop the personality and communication skills. Apart from it, BPO is a well-diversified Industry offer career advancement.

WHAT IS INBOUND AND OUTBOUND CALL?

An Inbound call handle incoming call that is initiated by the customer. These tend to come from customers experiencing issues with a product or service, or customers wanting to place an order (examples are telephone answering, Order processing, dispatch services and help desk services). On the other hand, an outbound call is initiated by a call center representative/agent, make outgoing phone calls to existing and potential customers (telesales activities, appointment setting).

HOW WOULD YOU HANDLE IRATE CUSTOMER?

Although this will be my first time of working in a customer-focused role, I do know how to react and deliver good service while dealing with the customers. I would always remember that I am representing your company. I would remain calm and composed, be professional at all times, and remember to follow the training/guidelines I would have received when I joined your company. I would use a soft tone of voice if the customer was irate. I would acknowledge how the customer was feeing (understand where they coming from) I would make sure I gave the customer the time to talk and vent their frustrations. I would use active listening skills to show the customer that I genuinely cared. I would ask the right probing questions to get to the bottom of the problem. Once I had assessed the customer’s needs I would take quick and decisive action to solve the problem. I would then confirm that the customer was happy and feel appreciated with my resolution. Lastly, what lessons would be learned from the situation to prevent it from happening again. (-Always be respectful and professional –don’t take it personally)