

## TELUS DIGITAL – INTERVIEW PREPARATION NOTES

### 1. Self Introduction:

"My name is Ritik Kumar. I have completed my graduation and I have good computer skills. I worked in a cyber café for four years where I learned customer handling, online services, and basic technical work. I am a fast learner and I want to grow in a professional environment like Telus Digital."

### 2. Why do you want to join BPO / Telus?

"I want to join Telus because I want to work with international customers and improve my communication skills. Telus gives good training, career growth, and a professional environment. I am flexible with shifts and ready to learn."

### 3. Strengths:

- I am a fast learner.
- I stay calm in difficult situations.
- I can handle customers patiently.

### 4. Weakness:

"My English is improving, but I learn fast. I practice daily and I'm confident I will do better after training."

### 5. Are you comfortable with night shifts?

"Yes, I am comfortable with night shifts and rotational week-offs. I understand this is an international process."

### 6. Handling Angry Customer:

"I will stay calm and let the customer speak. I will listen carefully, apologize for the trouble, and assure them that I will help. After understanding the issue, I will give the correct solution."

### 7. If you don't know the answer:

"I will not guess. I will politely tell the customer that I am checking the information. I will verify it from the system or a senior and then give the correct answer."

### 8. Simple Professional Lines for Calls:

- I understand your concern, sir.
- Let me check this for you.

- Thank you for your patience.
- Could you please repeat that?
- I'm here to help you.

#### 9. Ending the Call:

“Thank you for calling. Have a great day ahead.”

#### 10. Documents to Carry:

- Resume (2–3 copies)
- Aadhaar + PAN (photocopy)
- Pen
- Formal dress

#### 11. Things Not to Say:

- “Cool down sir”
- “I don't know”
- “English weak hai sir”
- “I can't work night shift”

#### 12. Tips:

- Speak slowly
- Use simple English
- Stay confident
- Keep answers short and clear