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Includes
More Than
450
Sample
Questions

ACING THE INTERVIEW



How to Ask and Answer
the Questions

That Will *Get You the Job!*

A PDF COMPANION TO THE AUDIOBOOK

Chapter

3

How and with Whom to Get an Interview

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What to Say When Following Up with Connections on Job Opportunities

Previous Employers, Peers, Subordinates, and Acquaintances.

Name _____ Phone # _____ Date _____

Date to call again _____

Script: “Hello, _____, this is ____ (your name) ____, and I am presently looking for a new job. We know each other from _____. I am calling to ask if you might know of any job opportunities. For the past ____ (period of time), I have been working at ____ (name of company) _____. Can you think of anyone who might need what I can offer?”

If they respond with no, then say, “I really appreciate your time. I’d like to send you my resume, and if you can think of anyone who might be interested, please pass it along to them. By the way, I’m not sure how long my search will take; I’d like to call you back in a month or so to check back in. Would that be all right?”

Results _____

Family

Name _____ Phone # _____ Date _____

Date to call again _____

Script: “Hello, _____. This is your ____ (cousin, brother-in-law, etc.), and I am presently looking for a new job. I called to ask if you might know of any job opportunities. For the past ____ (period of time), I’ve been working at ____ (name of company) _____. Can you think of anyone who might need what I can offer?”

If they respond with no, then say, “I really appreciate your time. I’d like to send you my resume, and if you can think of anyone who might be interested, please pass it along to them. By the way, I’m not sure how long my search will take; I’d like to call you back in a month or so to check back in. Would that be all right?”

Results _____

Types of Recruiters

Type of Recruiter	Description	Advantages	Disadvantages	How to Deal with
Retained Search Consultant	<ul style="list-style-type: none"> Hired by company; paid 33-35 percent of salary obtained 	<ul style="list-style-type: none"> Wants to find best quality candidates Has strong knowledge of opportunity Can provide excellent information to candidates 	<ul style="list-style-type: none"> Loyalty is to company, both for information given out and candidates hired Relationship with candidates is fleeting 	<ul style="list-style-type: none"> Don't contact directly—recruiter lets candidate know what is needed
Contingency Search Consultant	<ul style="list-style-type: none"> Paid when candidate is successfully placed 	<ul style="list-style-type: none"> Paid only for successful placements, so sense of urgency to place candidates is high Loyalty balanced between hiring organization and candidates Oriented to finding candidates a job Works with many of the same employers over and over Tries to get candidates as many interviews as possible 	<ul style="list-style-type: none"> Hiring authority may be working with other recruiters Hit-and-run service—loyalty of hiring organization only as good as last person placed Not a lot of in-depth knowledge of employers A lot of interviews are generated by cold calling Not a lot of time is spent working for individual candidates, unless someone is interviewing for an immediate opening 	<ul style="list-style-type: none"> Ask lots of questions to qualify firm's experience and history with hiring organization, as well as how many other people the firm represents Be honest and forthright Approach for ideas for possible opportunities Realize that agent will get interviews if employer will talk to candidate Ask lots of questions about the opportunity Know that most of these companies need to fill jobs quickly Go on every interview or the agent will stop getting them Candidate will get help in selling themselves, but agent may not know enough about company to provide valuable insights
Employment Agent	<ul style="list-style-type: none"> Paid when candidate is successfully hired Oriented toward marketing candidates to potential employers; candidate-oriented 			

(continued)

Type of Recruiter	Description	Advantages	Disadvantages	How to Deal with
Placer	<ul style="list-style-type: none"> • A "one-man band" • Scours the Internet for resumes that might fit jobs also found on the Internet, then sends out resume • If an employer bites, contacts client to see if they are interested • Narrow experience, e.g., copier sales, long distance service calls 	<ul style="list-style-type: none"> • If candidate is found, means one opportunity with one company • If candidate follows instructions, they can be effective with one or two organizations that placer works with 	<ul style="list-style-type: none"> • Candidate only presented to one organization • Candidate presented with five or six other candidates • Not many placements because they have no real rapport with companies 	<ul style="list-style-type: none"> • Sell yourself stronger than other candidates since this agent places the same kind of people with the same kind of firm all around country • Ask what the hiring authority likes and why other people have been hired through this agent
Contract Recruiter, Internal & External	<ul style="list-style-type: none"> • Hired by companies on a contract when candidates are needed over a short period of time • Paid on an hourly basis with a possible bonus for each person hired • Contracted to one organization at a time for a specified period 	<ul style="list-style-type: none"> • Since pay is based on performance, wants to get people through the hiring process as quickly as possible • Has a lot of useful information about the company • May have a database for finding future jobs with other companies • Needs to get people hired quickly 	<ul style="list-style-type: none"> • Only represents one firm at a time • Often between contracts, i.e. looking for work 	<ul style="list-style-type: none"> • Realize that this is an independent contractor, so don't expect in-depth knowledge of companies • Don't expect a lot of hand-holding; focus is on quick placement

Internal Recruiter	<ul style="list-style-type: none"> • Permanent employees of company, dedicated to the company • Recruit for company aggressively • Find people quickly to avoid paying third-party recruiter fees 	<ul style="list-style-type: none"> • Pretty aggressive, with ego wrapped up in being successful; good at knowing kinds of people a company likes to hire, so a candidate should be a little more aggressive with hiring authorities to gain interviews • Will push for whom-ever seems to be a good candidate 	<ul style="list-style-type: none"> • If you don't seem to be a good candidate, will not push at all • Doesn't like "thinking outside the box" 	<ul style="list-style-type: none"> • Ask about role and responsibilities • Get this person to like you a lot and see you as a viable candidate; impress with your abilities • Help recruiter to "look good"
Staffing/Consulting Firm Recruiter	<ul style="list-style-type: none"> • Is close to hiring managers of client firms • Hires candidates as employees of staffing firm, then contracts to companies, on "assignments" • Firms cover broad range of staffing and consulting needs, e.g., IT, technical, engineering • Moves quickly 	<ul style="list-style-type: none"> • Opportunity is "hot"—be ready to go right to work • Opportunity is "hot"—be ready to go right to work, or someone else will 		<ul style="list-style-type: none"> • Keep in close touch • Be ready to move NOW
Management Consultant	<ul style="list-style-type: none"> • Recruiting not primary business but often asked to do it • Consulting service is more important than recruiting 	<ul style="list-style-type: none"> • Really know the company for which they are consulting • Will push for client to hire you, if you are a match that makes the consultant look good 	<ul style="list-style-type: none"> • Primary job is consulting; recruiting is secondary • Will not let process of recruiting jeopardize primary relationship 	<ul style="list-style-type: none"> • Once you are in the door, don't rely on consultant to help you get hired • If the candidate is not "perfect," consultant may distance themselves

(continued)

Type of Recruiter	Description	Advantages	Disadvantages	How to Deal with
Research Consultant	<ul style="list-style-type: none">• Paid to find individuals with very specific skills that relate only to narrow professions or businesses• Can use passive techniques to get into company websites to find employees• Activates candidates from databases; lists are bought and sold• Paid salary and small bonus			<ul style="list-style-type: none">• Reply as if speaking to potential employer• Sloppy e-mails or voicemails could cause elimination

Warm Call Script

“Hello, who is your (controller, vice president of sales, IT director, CEO, etc.)? Please let me speak with _____.

“Hello, _____ my name is _____ and I am a _____(kind of professional you are)_____ with _____(some kind of feature)____, and I have a great track record of _____(advantages and benefits)_____.

“I would like to meet with you to discuss my potential with your firm. Would tomorrow morning at 9:00 AM be good for you, or would tomorrow afternoon at 3:00 PM be better?”

If you get a response like, “I really don’t have any openings,” your response will be:

“I understand, and the kind of people whom I want to work for probably do not presently have an opening.

“I would just like to take 15 to 20 minutes of your time because I’m a top-notch performer. I’m the kind of person whom you would want to know to either replace an underperforming employee or to know of my availability when the next opening does occur. Now, would tomorrow morning be good for you or is tomorrow afternoon better?”

You will either get the appointment or a more consistent response of, “I really don’t have any openings. There’s no reason for us to meet.”

Your response: “I understand that you don’t have any immediate openings, but I’ve a great track record of _____ (features, advantages, and benefits)_____.

“Mr./Ms. _____, I’m the kind of professional who is better than 90 percent of the employees that you might have now. It is in your and your company’s best interest that you would at least talk to me and be aware of my availability. If not for now, then maybe in the future. My experience has taught me that, often, great talent comes along when you don’t need it. It is always a good idea to be aware of the talent on a face-to-face basis. I will only take a few moments of your time, and it may wind up being beneficial for all of us. Would tomorrow morning or tomorrow afternoon be better?”

If the response is, “Well, you can e-mail me a resume,” your response should be:

“I can, but my resume is only one-dimensional, and it is of value for both of us to associate a face and a personality with a resume. I’d like to bring it by,

hand deliver it to you, and spend maybe 15 minutes letting you know what my accomplishments are and how they can benefit you and your company. Is tomorrow morning good, or would tomorrow afternoon be better?”

If the response is an emphatic, “Just e-mail me the resume!” (which is just a nice way of saying “NO”), then your response should be:

“I will, right now. I will call you back tomorrow to be sure you have received it, and then we can set up a visit.”

If you get a very emphatic no and it is clear that you’re not going to get any kind of face-to-face interview, you then need to pause for two or three seconds and say, “Do you know of any other opportunities that might exist in your firm with any other manager?”

If you get a person’s name, ask, “May I use your name as a reference?”

If you get the name of another manager, also ask for his or her phone number. If the answer is no, pause for two or three seconds and say,

“Do you know of any other organization that you might have heard of through the grapevine that might need someone with my experience?”

If you get the name of an organization or a person’s name, ask, “May I use your name as a reference?”

If you get a reference to a particular person or organization and the person who referred you said you could use his or her name, here is the script:

“Hello, Mr./Ms. _____. I was referred to you by _____ . I am _____ with _____, and I have a great track record of _____.

“I would like to meet with you to discuss my potential with your firm. Would tomorrow morning at 9 AM be good for you, or would tomorrow afternoon at 3 PM be better?”

Phone Scripts for Selling Yourself to a Hiring Authority

“Hello, Mr./Ms. _____. My name is _____, and I am a (*features*) engineer. I am registered, and I have sixteen years of very stable engineering experience. I have worked my way up in two organizations, starting at the ground floor and progressing to engineering manager positions. The *advantage* that I bring is stability and performance. The *benefit* to you and your organization is that you would have a long-term employee with a great track record.

“I would like to meet with you to discuss my potential with your firm. Would tomorrow morning at 10:00 AM or tomorrow afternoon at 2:00 PM better for you?”

“Hello, Mr./Ms. _____. My name is _____, and I am a (*features*) salesperson. I have eight solid years of experience with two of your competitors and have never sold less than 110 percent of quota. I continually (*advantage*) perform in the top 1 percent of the sales organizations that I’ve been with. I would like to (*benefit*) continue this kind of a performance with an organization like yours.

“I would like to meet with you to discuss my potential with your firm. Would Tuesday morning at 9:00 AM or Wednesday afternoon at 3:00 PM work better for you?”

Features, Advantages, and Benefits Statement Template

“Hello, Mr./Ms. _____. My name is _____. I am a _____. I (*features*) _____
_____,
which are (*advantages*) _____
_____ and, therefore (*benefits*) _____
to you and your firm.”

Script for Leaving a Voicemail with a Hiring Manager

“Hello, Mr./Ms. _____. My name is _____.
I am a _____. I have (features) _____
_____ that are (advantages) _____
_____, which would be (benefits)
_____ to you and your firm.

“I would like a chance to meet with you. My phone number is _____.
Again, that is _____ (your name) _____, and my phone number
is _____.”

Chapter

5

Acing the Initial Interview

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Follow-Up Form

First Interview

Date _____ Interviewing Company _____

Interviewing/Hiring authority _____

Was this an interviewing or hiring authority? _____

How long was the interview? _____

Summary: _____

What are the most important aspects of my background to the interviewing/hiring authority?

What were the major concerns about my candidacy?

How could I have “sold” myself better?

What do I need to do to get to the next step?

Follow-up activity: _____

Overall impressions and thoughts: _____

Next steps: _____

Sample Follow-Up Letter

Dear Mr./Ms. _____,

Thank you for taking the time to speak with me today regarding the position with _____. Your needs and my qualifications are compatible.

You stated that you wanted someone who was:

- (desired experience or attribute stated by the employer or interviewing authority)
- (another desired experience or attribute stated by the employer or interviewing authority)
- (another desired experience or attribute stated by the employer or interviewing authority)

I have given a lot of thought to what we spoke about. I would like to reinforce the confidence you can have in me to deliver what you need.

- When I was at _____ company last year, I _____
_____ (accomplished or proved the first thing that you wrote above)

_____.

- When I was at _____ company, I _____
(accomplished or proved the second thing you wrote above)

_____.

- And, when I was at _____ company, I _____
(accomplished or proved the third thing you wrote above) _____

_____.

I'm an excellent fit for you in your company. I would like to work for you and your firm. This is a win/win situation for both of us.

Sincerely,

Your name