

Where ideas work

Closing the Interview

Rob is finishing the interview with Anita as Jill takes notes.

ROB

Ok, thanks Anita for that last example. [Pause] I think we gathered a lot of valuable information. That concludes our questions for you...do you have any questions you would like to ask us?

ANITA

Ahh...when do you expect to make a decision?

ROB

We have a few more candidates to interview and then we'll make our decision. Once we've completed that we'll contact you and let you know the result.

JILL

Thanks very much for coming in and speaking with us today, and talking about your experiences. We appreciate your interest in this position.

ANITA

Thank you and I look forward to hearing from you.

Anita, Jill and Rob shake hands. Anita leaves the room.

Anita walks down the hallway to the reception reflecting on the interview.

ANITA [Internal Dialogue]

Wow, that was a pretty good experience. I've never been through an interview like that before but I can appreciate why they did it that way. I think they really got to know me and understand what I can bring to the job.

Back in the interview room, Jill and Rob discuss the interview.

ROB

So what did you think?

JILL

I think it went very well.

ROB

I agree – the customer service and teamwork behaviours she demonstrated in her examples clearly show that she has the competencies we are looking for in a customer service rep.

JILL

Yes, she had several great examples that helped me to understand her competencies.

ROB

On the teamwork example I really liked when she spoke about pulling the team together to resolve all issues before moving forward. It really showed she was focused on the people and the team dynamic. Without that, the project probably wouldn't have been as successful. I think we can definitely score her as meeting that competency. [both looking at notes and giving score]

JILL

Absolutely.[Jill nods]

Screen blurs with a text screen appearing.

NARRATOR [voiceover]

As the interview concludes, there are a few key points to remember:

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Closing the Interview:

- 1) Provide any additional information
- 2) Ask any relevant questions
- 3) Clarify timeframes and expectations
- 4) Provide references if requested
- 5) Request feedback after decision