

Interview for a Receptionist Position

Better Interview (Interview 2)

■ **Interviewer:** Hi, I am Jane Doe and I want to thank you for coming in today to interview for our Reception Clerk

Let me tell you a little about the job. It is our main receptionist in a very busy office.

You will most likely be the first point of contact for many people and therefore the person who creates the first impression people will have about our company. This is a busy job that requires the ability to multi task, and remain calm, and organized through many interruptions. Let's start by your telling me why you are interested in this job.

▶ **Applicant:** I've been a receptionist before; I like doing it and am very good at it.

❖ **Narrator:** Start with why you think you would be a good receptionist for this company. Give the skills needed on the job that you possess and expand on them. Key into the skills the interviewer used describing a successful receptionist.

■ **Interviewer:** Can you please elaborate on why you like working with people and tell me more about your skills that would make you a good candidate for this particular job.

▶ **Applicant:** I like to talk to people and help them solve the problems they may be having with the company or giving directions, that kind of thing.

❖ **Narrator:** Give specific examples as often as possible from your work experience, education or any volunteer experience. Don't use clichés like "that kind of thing."

■ **Interviewer:** Please tell me about positions you have held where you had to multi task.

▶ **Applicant:** I can talk on the phone and use the computer at the same time but that is just personal. I also have experience talking on a headset while filing and alphabetizing.

❖ **Narrator:** Always give an answer and ask if a personal situation is OK because you cannot think of a work situation.

■ **Interviewer:** Ok, if you have not had any jobs that required multi tasking then how about other things you have done, say volunteer that has given you this type of experience.

▶ **Applicant:** I think when I volunteered at the library I was always getting interrupted while I was trying to put materials away. I was part of a help desk team and we all helped out where needed.

❖ **Narrator:** Stay away from negative verbs unless specifically asked for a stressful situation example. The better answer is to always try and keep a situation positive, therefore not giving the impression this was a bad situation for you. The better answer would be, "While I was reshelving books at my volunteer library job I also was part of a help team that answered many questions continually throughout my day.

■ **Interviewer:** If you are asked a question that you do not know the answer to, how do you find the answer?

▶ **Applicant:** If I cannot figure it out I ask a co worker how to answer it.

❖ **Narrator:** Be prepared for this type of question by researching the company, granted you will not know all the answers but you will have a pretty good idea of the company climate and maybe

protocol. Web sites can be very helpful. Remember past jobs may have had entirely different policies and procedures.

■ **Interviewer:** Do you have any questions for me?

▶ **Applicant:** If I get too busy on the job what kind of back up is provided?

❖ **Narrator:** Although this is pertinent information for you, the timing of this question would be better after an offer of employment. The interviewer may feel that you doubt your ability to do the job and are already worrying about support.