

Interviewing Desk Aid

Proficiency Points	Information Gathering Examples (Not Inclusive)
1. Greet the customer appropriately.	<ul style="list-style-type: none"> ✓ Introduce yourself to customer. ✓ Ask, “How are you?”
2. Develop rapport.	<ul style="list-style-type: none"> ✓ Engage in small talk. ✓ Put customer at ease.
3. Ask the customer what he specifically wants and needs.	<ul style="list-style-type: none"> ✓ Ask, “How may I help you today?” ✓ Restate or summarize the customer’s request to test understanding.
4. Use active listening techniques.	<ul style="list-style-type: none"> ✓ Engage in a two way conversation ✓ Encourage customer to ask questions. ✓ Ask clarifying questions. ✓ Make suggestions to help the customer get what she wants and needs
5. Explain the relationship of The WorkSource and the customer.	<ul style="list-style-type: none"> ✓ Explain what The WorkSource can and cannot provide. ✓ Offer referrals for additional service if needed. ✓ Provide options for the customer ✓ Make clear what we expect of the customer in return i.e report for interviews
6. Ask about the customer’s job search since last visit.	<ul style="list-style-type: none"> ✓ Ask the customer to share the results of his interviews since the last visit. ✓ Ask what the customer thinks he may do differently in the next interview.
7. Review and update information as appropriate.	<ul style="list-style-type: none"> ✓ Explain to customer what you are entering in the database and why it will help her before you start typing. ✓ Enter information for better matches and to inform other WorkSource staff who will help the customer
8. Review expectations of The WorkSource and the customer.	<ul style="list-style-type: none"> ✓ Identify actions the customer will take - What she will do. ✓ Explain assistance The WorkSource will provide – What we will do.
9. Give the customer the next step.	<ul style="list-style-type: none"> ✓ Explain the next step. ✓ Have the customer summarize the next step.
10. When to call a supervisor or manager	<ul style="list-style-type: none"> ✓ Customer requests a manager. ✓ Customer is disruptive. ✓ Customer takes issue with the service offered or denied. ✓ The situation may call for an exception to usual procedures.