

Vervoe Interview Guide

Junior Sales Representative

This interview guide is intended to be used in conjunction with the Vervoe skills assessment. Where a candidate has scored Low - Medium on a skill, focus on asking more questions from that skill to gain deeper insight into their level of competency.

Assessment score (%)

HIGH

MEDIUM

LOW

Assessment Skills

Sales, Resilience, Growth Mindset, Communication and Listening

Competency/Skill	Candidate with this will display	Low	Medium	High
Sales	<ul style="list-style-type: none">• Ability to connect with a range of stakeholders from various backgrounds• Demonstrates motivation and hunger for success• Incredibly results-driven			
Questions				
	If you were successful in getting this role, how would you set yourself up for success?			
	What motivates you?			
	Can you share a time where you were motivated to achieve something that seemed impossible?			
	If you were to sell me this pen, what questions would you ask me?			

Comments

Resilience

Competency/Skill	Candidate with this will display	Low	Medium	High
Resilience	<ul style="list-style-type: none"> • Treats each call as a new one with a fresh mind • Able to handle difficult calls without impacting quality of work or personal emotions • Demonstrates ability to deal with setbacks or tough situations • Ability to remain calm under pressure • Bounces back quickly after failures or setbacks • Remains motivated even when things aren't going their way 			
Questions				
	Describe a time where the odds have been stacked against you and you persevered to get a positive outcome.			
	Tell me about the last time you felt overwhelmed or frustrated at work. How did you work through this?			
	How do you handle setbacks? Please provide an example.			
	How does it impact you when a number of people turn you down?			

Comments

Growth Mindset

Competency/Skill	Candidate with this will display	Low	Medium	High
Growth Mindset	<ul style="list-style-type: none">• Believes that through hard work and determination they can achieve goals• Understands that they can learn relevant skills that can make them successful• Sees challenges as opportunities			
Questions				
	Describe a time where you have received constructive or critical feedback. How did you feel? How did you address the feedback that was provided?			
	What's the biggest goal you've achieved? How did you work toward this goal?			
	Describe a time where you felt overwhelmed about a task or project but ended up performing well. How did you work through the initial negative feeling?			

Comments

Communication and Listening

Competency/Skill	Candidate with this will display	Low	Medium	High
Communication and Listening	<ul style="list-style-type: none"> • Able to clearly communicate through multiple channels, written and verbally • Ability to communicate technical terms and terminology in layman's terms • Listens to individuals needs before speaking • Actively listens to a problem and tailors solution to solve the problem 			
Questions				
	Tell me about a time where you feel you didn't communicate your best. How did you correct the situation?			
	How would you build rapport with customers?			
	Why do you think listening is more important than talking in this role?			
	How would you communicate product/service features to a customer who didn't understand them?			

Comments