

MBI Interview Guide: Sales

CANDIDATE: _____ Date: _____

Job Title: _____ Interviewer: _____

Education – (Degree, Certifications & Training, Educational Institute, Dates, Graduate: Y/N):

Employment History - (Company, Job Title, Job Duties, Employment Dates, Supervisor's Name, Salary, Reason for Leaving):

- 1.
- 2.
- 3.

SKILL ASSESSMENT SCORING:

- 5 = *Excellent*
- 4 = *Above Average*
- 3 = *Satisfactory*
- 2 = *Below Average*
- 1 = *Unsatisfactory*

LOCUS OF CONTROL SCORING:

- I = *Internal*
- E = *External*

CAREER FIT SCORING:

Match / Mismatch

Question 1 – Customer-Focused

1 2 3 4 5 I E

Tell me about a specific time when you encountered a demanding or needy customer/client. What actions did you take? What was the end result?

Question 2 – Generate New Sales Leads

1 2 3 4 5 I E

Tell me about a specific time when you had to take the social initiative in a new environment. What actions did you take? What was the end result?

Question 3 –Relationship Building

1 2 3 4 5 I E

Tell me about a specific time when you had to have a difficult conversation regarding someone's best interests. What actions did you take? What was the end result?

Question 4 – Sales

1 2 3 4 5 I E

Tell me about a specific time when you encountered a reluctant customer/client. What actions did you take? What was the end result?

Question 5 – Driven For Results

1 2 3 4 5 I E

Tell me about a specific time when you encountered a major setback while pursuing a goal. What actions did you take? What was the end result?

Question 6 – Champion What Is Right

1 2 3 4 5 I E

Tell me about a specific time when a company policy inhibited your ability to make a sale or satisfy a customer. What actions did you take? What was the end result?

Question 7 – Work Well With Others

1 2 3 4 5 I E

Tell me about a specific time when you encountered a work situation that was beyond your expertise. What actions did you take? What was the end result?

Question 8 – Communication Skills

1 2 3 4 5 I E

Tell me about a specific time when you were given a directive and no clear directions. What actions did you take? What was the end result?

Question 9 – Time Management / Meet Deadlines

1 2 3 4 5 I E

Tell me about a specific time when you felt overwhelmed by your workload. What actions did you take? What was the end result?

Question 10 – Learn & Adapt

1 2 3 4 5 I E

Tell me about a specific time when you weren't given enough time to adequately learn or adapt to something new. What actions did you take? What was the end result?

CF-Question 1	<i>MATCH</i>	<i>MISMATCH</i>
Out of all the jobs you've held which one was your favorite and why?		
CF-Question 2	<i>MATCH</i>	<i>MISMATCH</i>
Out of all the jobs you've held which one was your least favorite and why?		
CF-Question 3	<i>MATCH</i>	<i>MISMATCH</i>
On your last performance evaluation, in which 3 areas were you rated strongest?		
CF-Question 4	<i>MATCH</i>	<i>MISMATCH</i>
On your last performance evaluation, tell me 2 areas you could improve on.		
★ (LOC) What, if anything, have you done to improve upon your weaknesses?	<i>I</i>	<i>E</i>
CF-Question 5	<i>MATCH</i>	<i>MISMATCH</i>
Tell me about your career goals for the next 2 to 5 years.		
★ (LOC) What steps, if any, have you taken toward reaching them?	<i>I</i>	<i>E</i>
Candidate Assessment: All 3 Must Be "YES" to Meet the MBI Minimum Hiring Standard		
1. Candidate Demonstrated At Minimum Satisfactory '3' Skills (or will train):	YES	NO
2. Candidate Demonstrated A Predominant Internal Locus Of Control:	YES	NO
3. Candidate Demonstrated A Predominant Career Fit Match:	YES	NO
RECOMMEND FOR HIRE	YES	NO