

# WizeHire Role Play Interviews

## Sales Role Play

Handling Objections..... p 1

## Administrative or Customer Service Role Play

Handling an Irate Customer..... p 2

# WizeHire Sales Role Play Interview

This interview should last 25-30 minutes.

The purpose of a role play interview is to identify a technical skill that you want to assess. The skill should be the most vital in the position. Identify a real life scenario where this technical skill would be important to succeed. Here is a sample for a real estate agent.

## Technical Skill

### Example Technical Skill: Objection Handling

Understand how the candidate behaves on a sales call and responds to objections. Identify if the candidate has a consultative, question-based mindset.

## Real-Life Scenario

### Example Real-Life Scenario:

You are a real estate agent meeting with a homeowner. The homeowner has failed to sell their home after having it on the market for 6 months. You are interviewing with the homeowner to get hired to sell the home. The homeowner does not like realtors right now. The house was on the market for 6-months, he/she spent every weekend getting the house ready for showings and is frustrated with the whole process.

## Email Template

Hi [name],

Thank you for hopping on another call - always a pleasure! I really enjoyed our conversation.

Below is the role-play scenario we will use so we can get a read on how you like to approach sales calls. The mock conference call will last up from 15-30 minutes.

Scenario: You are a real estate agent meeting with a homeowner. The homeowner has failed to sell their home after having it on the market for 6 months. You are interviewing with the homeowner to get hired to sell the home. The homeowner does not like realtors right now. The house was on the market for 6-months, he/she spent every weekend getting the house ready for showings and is frustrated with the whole process.

Please book a 30-minute time slot for the role-play exercise here.

Best,  
[name]

## Interview Questions:

1. Spend the first five minutes allowing them to build rapport.

Ask yourself: How does the candidate make you feel?

2. Spend the rest of the time making objections.

Objections:

We're gonna use a family friend.

That's what the last realtor said.

We're gonna hold off until Spring.

I've heard of you all. You have lots of listings. We want someone who's gonna actually help us.

Ask yourself: How did the candidate respond to objections? Do they shut down? Ramble about themselves? Ask questions to better understand the seller?

# WizeHire Customer-Facing Role Play Interview

This interview should last 25-30 minutes.

The purpose of a role play interview is to identify a technical skill that you want to assess. The skill should be the most vital in the position. Identify a real life scenario where this technical skill would be important to succeed. Here is a sample for anyone handling phone calls from customers.

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| <b>Technical Skill</b> | <b>Example Technical Skill:</b><br><br>Understand how the candidate behaves with an irate customer. Identify if the candidate listens, remains calm under pressure and offers solutions. |
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| <b>Real-Life Scenario</b> | <b>Example Real-Life Scenario:</b><br><br>You are an administrative assistant in a busy office. You answer the phone and an irate customer begins to yell loudly about how unhappy they are about not receiving a refund they feel they're entitled to. The customer has called numerous times and not received satisfaction from others on your team. They are demanding to speak with the company owner. |
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## Email Template

Hi [name],

Thank you for hopping on another call - always a pleasure! I really enjoyed our conversation.

Below is the role-play scenario we will use so we can get a read on how you handle upset customers. The mock conference call will last up from 15-30 minutes.

Scenario: You are an administrative assistant in a busy office. You answer the phone and an irate customer begins to yell loudly about how unhappy they are about not receiving a refund they feel they're entitled to. The customer has called numerous times and not received satisfaction from others on your team. They are demanding to speak with the company owner.

Please book a 30-minute time slot for the role-play exercise here.

Best,  
[name]

## Interview Questions:

1. Spend the first few minutes explaining how unhappy you are and demanding a full refund.

Ask yourself: How does the candidate react? Do they listen and allow you to vent?

2. Spend the rest of the time making objections as they try to solve your issue.

Objections:

I've used your service for years and never been treated like this.

The last person I spoke to was rude.

I was told I'd get a full refund and only received a partial.

I want to talk to the owner.

Ask yourself: How did the candidate respond to your objections? Did they Ask questions to better understand your issues? Offer solutions?