



# INTERVIEW PROCESS TIPS

**CHEAT SHEET**



# Guidelines in the Hiring Process



## GUIDELINES

## IMPOSE

## HINT

### Speed

Interviews can be conducted via chat or video call. Politely ask 45 minutes of their undivided attention and ask to reply as quickly as they can.

The faster the pace the more honest answer you will be able to squeeze out.

### Aim

Let the candidate know the purpose of the interview is not only to check if the he/she understands exactly what the role entails but also to ensure you it will be a good fit for both parties

Aligning expectations produces loyalty

### Truthfulness

Let the candidate know the purpose of the interview is not only to check if the he/she understands exactly what the role entails but also to ensure you it will be a good fit for both parties. Honesty and Integrity will be the best practice.

Job interviews are a lot like first dates. While everyone is trying their hardest to present the best version of themselves, all the baggage will eventually come out of the trunk.

**Tip:** Keep the questions short and simple. Remember, the faster the pace the more you will get to know them and will have an idea how they flow.

# The Interview Process

Duration: 30-40 minutes

Tools to use: Zoom, Skype, Whatsapp, Viber etc.

## Level 1: Skills and Red Flags

1. Tell me something about yourself.

Common question to ask but it does the trick!  
It can give you a better sense of who the applicant really is.

You can also evaluate how confident interviewees are, which in turn gives them a view of how new hires might present themselves to customers, clients and colleagues if they get the job.

2. How long have you been working virtually/VA?

Look for 3+ years experience working remotely .  
Chances are they have mastered their craft -  
Remember the 10,000 hours mastery rule.

3. How many clients do you currently have? How many hours per week do you work with them?

Great sign if they have clients! Check their schedule if their free time is reasonable and fit yours. We want them to be effective and not overworked.

4. What were your usual tasks from your previous clients?

ALIGN ALIGN ALIGN! See if their answer is aligned with your key job responsibilities. If not, ask them directly if they have an experience about it.

5. Did you have any previous office experience? If yes, what were you tasks

It is no secret Philippines is one of the hub of large call BPO companies. It will be great if the applicant had experience working with US, CA, or European account in the past.

6. Are you happy with the starting rate of this position which is \$X per hour.

This is a HIGH PRIOTIY question. Ask multiple times and make sure they are comfortable with this rate or it will inevitably lead to issues.

6. What interest you in this job?

Do they comprehend the key requirements, as well as the skills needed?

8. How many clients do you currently have? What is your schedule like?

It's a good sign if they have some other clients, as it shows they are valuable to other clients.

As long as you're not looking to hire full time, this shouldn't be an issue. Approach with caution

9. We're looking for someone to work at this schedule... does that work for you?

Propose your preferred schedule and confirm if that is a good time for them to work.

# EVALUATION #1

QUALITIES

PASS

FAIL

Agreed on Rate?

Agreed on the time shift?

Are you required hours fits their schedule?

Do they have experience to what you are hiring for?

Do they have 3+ years experience?

FINAL EVALUATION

MOVE ON

STOP

*Out of 5 what is their score under the Evaluation process? If they fail, it's an immediate red flag - the whole working arrangement will be uncertain. You may want to consider to save time and money and start interviewing another candidate.*

*But use your own discretion to decide if you want to move on or look for someone else. If you decide to move on with the next round of questions, it's time to learn more about their characteristicsitude and if they will be a good fit for your company's culture.*

# Level 2: Culture Fit, Character and Values

On the second round of questions, feel free to slightly edit them based on of your set values and company culture.

The questions below are about being an entrepreneur, how they view risk, if they are hard working, and their thoughts about money vs growth. You can determine about their thoughts on it.

1. Do you see yourself as an entrepreneur? Why? If yes, cite an example.

Be in the look out for "YESes" and the foresight of them putting up their own business or them talking about the transition from corporate/in-office to being a VA and getting their own work.

2. How do you see yourself taking risks? Why? If yes, please explain.

Search for clues where they will talk about calculated risks. You don't want someone who does things on a whim or by impulse as it could mean they may leave you for a better offer. Be alert also on people who are totally risk averse as it may reflect that they aren't ambitious and growth focused.

3. Do you see yourself as a hard working person? If yes, give an example that shows your hard work ethic.

Look for answers that will talk about working 50+ hours per week, working long night shifts, and have a balanced work-life attitude.

4. What motivates you most in your life? Why?

This may be in no particular order.  
- Family  
- Personal & professional growth.  
Find people who really value their loved ones and use that as their motivation for everything else.

5. Given 2 powerful motivators, which will you value more and why? Money or growth?

GROWTH (no doubt)! See how they will deliver their answer confidently and realistically. Stay away from money-hungry VAs.



6. Do you have a favorite client? Share your story with your relationship with them?

Be keen on the details in their answer. Ideal answers may include how the client made them a part of the team, how they were given an opportunity for growth, learned new things, length of service, respected their voice, etc.

7. Challenges are part of our lives. What was the greatest challenge that you have encountered so far? Please elaborate.

Check for truthfulness and heartfelt challenge they overcame. People who have gone through the toughest of times are better prepared to help you grow your business.

8. Are there any other significant things relevant to the position you are applying for that you would like to share?

There is no specific answer. At this stage, they should be comfortable with you and be willing to open up a bit. If they don't, it could possibly be sign that communication may be a bit difficult. Again, this is just a possibility.

## Level 3: Final Questions

1. The rate for this position is \$X per hour. Are you sure you are 100% comfortable with this rate? Let me know your thoughts on this.

A confirmation that it's a yes, if they are good with the rate and will be happy with it 100% with no indication for any hesitations.

2. If you were to get the job, how soon could you start?

The best response is to convey a willingness to start work as soon as possible. It will help ensure a smooth transition to the new role.

3. Do you have any questions for me?

Asking questions shows their interest. Asking thoughtful questions reaffirms interest in the job. It also show they thought this opportunity seriously and to be employed in this role at your company.

*After the interview let them know that you will get back to them within the next weeks with a final answer and thank them for their time and let them know that you're interviewing other candidates even if you're confident you want to hire them, this gives you some time to evaluate further and make your final decision.*



# EVALUATION #2: Final Decision

To make your final decision, you need to consider all of the factors of the interview:

- Speed, Truthfulness and Intuition
- Skills and Red Flags
- Character and cultural fit

## EVALUATION #2: Speed, Truthfulness, and Intuition

TIP	ASK YOURSELF	PASS	FAIL
<b>SPEED</b>	How prompt did they respond as you went through the interview? Did it feel like you were waiting for their reply after every question? If you ever felt the conversation was moving too slow, that's a red flag that communication working together will not be fast enough.	<input type="checkbox"/>	<input type="checkbox"/>
<b>TRUTHFULNESS</b>	With your best judgement, did you feel that their answers were truthful and genuine? Are their answers too good to be true?	<input type="checkbox"/>	<input type="checkbox"/>
<b>INTUITION</b>	What does your gut tell you? Spot on, do you really like them and do you see yourself working with them?	<input type="checkbox"/>	<input type="checkbox"/>

DID THEY PASS IN THESE AREAS?  PASS  FAIL

# FACTOR #3: Character and cultural fit

QUALITIES

WHAT TO ASK YOURSELF

PASS

FAIL

ENTREPRENEURIAL

Does this person have an entrepreneurial mindset or skill enough to work with you as you grow your business? Will their mindset align with yours?

HARD WORKER

Will this person go an extra mile for you and your business?

GROWTH MOTIVATED

Is this person motivated by growth more than money?

GOOD CULTURAL FIT

To your discretion, do this person's values, beliefs, and attitude align with yours?

WILL THIS PERSON BE A GOOD FIT TO WORK WITH YOU AND YOUR TEAM?

With answers to all of these traits, you can make a final decision on whether this person is a good hire for you or not using the rubric below as a guideline.

<b>NUMBER OF PASS</b>	<b>RISK LEVEL</b>	<b>RECOMMENDED ACTION</b>
12 OUT OF 12	Minimal risk	Make the hire!
9 OUT OF 12	Somewhat risky	If no Fails in the Essential areas, go with your gut. Take a chance if it feels good.
5-8 OUT OF 12	Risky	Walk away. Interview other options.
5 Below	Very risky	Run away!

In an absolute ideal world, the VA passes every single trait from the three sections listed above. With that said, it's an easy breezy decision to hire them and get started with confidence that you've checked all the boxes for what makes a rockstar VA.

Be mindful that in reality, it usually gets a little more complicated. If you have a few areas where they failed, know that the person could still be a great hire, but you're assuming more risk than if they were to pass every element.

With 3 or more fails out of the 12 traits, it's a good indication that the applicant may not be a good fit and your best course of action is to interview someone else for the role.

For any queries, email us at [charmie@longun.uk](mailto:charmie@longun.uk) and we'll be glad to walk you along with the process.