

Managing personnel

Call center recruitment

Module five – candidate selection day

By John Wright

Synopsis

Guaranteed to provide high quality recruits this module provides you with fully tested skill assessment exercises including competencies, performance criteria and a scoring system. Interview questions and all the resources necessary to run the process are also provided. The total resource has seven modules. This title uses United Kingdom data but the principles are usable and appropriate in all countries.

How to ...

How to assess the skills and qualities of job candidates.

How to conduct an interview.

How to arrange a visit to the call center.

John Wright

Over twenty-five years of experience in corporate life and consulting has provided John with a wide range of experiences that have contributed to this extensive resource. He brings a refreshingly practical approach to the design and avoids the clutter of professional jargon. The end result is an extremely accessible process that delivers quantifiable business results. John provides his consultancy services to a wide range of international private and public organizations.