
UNIT 3: PHONE AND WALK-IN INTERVIEWS

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3.0 OBJECTIVES

The objective of this unit is to tell you what ‘walk-in’ and ‘phone’ interviews are. First, we will describe what walk-in interview is, how it resembles and/or differs from a normal interview, and why some advertisers ask candidates to come for walk-in interviews. Next, we shall take up ‘phone’ interview, its emergence and need in modern times, and how to prepare to face ‘phone’ interviews. We will also give you practice in an aspect of grammar i.e., articles – a/an, the.

3.1 WARM UP

Activity 1

Read the following advertisement and answer the questions given below it:

WANTED a multi-skilled graduate for office and other jobs by a medium-sized manufacturing unit in West Delhi. Come for ‘walk-in’ interview. Phone

- 1 Have you heard of this term ‘walk-in’ interview? What does it mean?
- 2 Why do you think advertisers sometimes ask candidates to come for a ‘walk-in’ interview?
- 3 What is ‘phone interview’? Why do some advertisers resort to this technique?

3.2 READING COMPREHENSION-I

Read the text given below and answer the questions that follow. (Read fast; do not stop at words/phrases you do not understand; keep reading and guessing the meanings of difficult words/phrases from their shape, form, and context and try to get the gist of what the writer wants to say).

- 1 We have so far been talking about face-to-face interviews fixed by the employers with the candidates. The normal procedure adopted by these employers or their recruiting agents involves certain stages in the process of selection of candidates. Some of these steps are: advertising the vacancy and inviting applications; sorting out candidates to be invited for the interview; preparing a brief synopsis of these candidates; deciding members of the interview panel; contacting these members and seeking

their consent and availability; fixing the venue, date and time of interview; informing the candidates of these details; conducting interviews of the candidates by the members; recommending to the HRD department certain candidates (with some on reserve valid for some time as per company's rules) for selection and appointment in order of preference; issue of appointment letters by the HRD. These types of advertisements intend to cast a wide net for recruiting candidates and are a long time-consuming process and also costs money and man power.

- 2 'Walk-in interviews', as the name suggests, by-pass all the steps involved between the advertisement and the interview. The employer advertises the situation vacant asking the candidates just to walk-in for interview on a specific date and time. For instance one may ask the candidates to walk-in with their applications/CV on a particular day at a specified time – say on Monday the 6th November between 10.00 a.m. and 1.00 p.m. All the candidates who report at the time may be interviewed the same day.
- 3 Let us think of some of the reasons for asking candidates to come for a walk-in interview. There can be many reasons for an employer for taking this short cut.
- 4 The employer may be a small businessman who does not have the secretarial staff necessary to handle the paper work involved in the long recruitment process. He may be the sole person to make a decision about the selection and does not need a panel of experts to help him here. This shortcut is an effective means of cutting costs as it saves time, money and manpower.
- 5 Another reason can be that the vacancy is for a short period and the advertiser is aware that not many will be interested or the job may be of specialized nature and not many applicants with this special qualification might be available in the job market.
- 6 We also find that some jobs require a candidate having a good personality and presentable figure and in such cases the employers may ask candidates to come for a 'walk-in' interview to judge for themselves the suitability of the candidates for the job.
- 7 However, walk-in interviews are like any other face-to-face interview and you'll require the same set of skills and documents to face it.

Activity 2

Read the text once again slowly this time and attempt the following questions:

- 1 Suggest a suitable title for this text.
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- 2 The writer describes the following three things in this text. Number them in the order in which these occur in the passage:
 - i Reasons for requesting for walk-in interview
 - ii Normal procedure for recruitment
 - iii What is walk-in interview?
- 3 Match these titles to paragraphs in the text.
- 4 What advantages do walk-in interviews have over regular face-to-face interviews?

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- 5 What are the reasons why employers ask candidates to come for a walk-in interview?

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3.3 LISTENING COMPREHENSION

Activity 3

You are going to listen to a class lecture (tape script-1). Before we play the recording read the following questions:

- 1 The main aim of the speaker is to:
- i describe what walk-in interview is.
 - ii tell when phone interview became popular.
 - iii explain why some companies use 'phone interviews'.
 - iv how to face phone interviews.
- 2 MNCs try to recruit staff from other countries as well because they:
- i represent many countries.
 - ii seek experts at reasonable salaries.
 - iii want to maintain their international character.
- 3 Companies arrange phone interview because it is
- 4 What is the relevance of phone interviews in this day and age?

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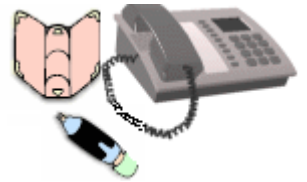
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3.4 READING COMPREHENSION-II

Read this passage suggesting some steps on how one can **face a phone interview**. Predict what you think the writer will tell you in this write up. Compare your list with your partner and see if you can add more to your list.

- 1 What must you do if you are to face a phone interview? You have to take certain steps to ensure that it proceeds smoothly. First, note down carefully the date and time of the telephone call and the name of the interviewer. Make sure that the date and time given are of your country or of a foreign country. If it is a foreign country then ask for their local time as well as this might be different.
- 2 Second, before the call comes through make sure to secure the room where the call is to be taken. It should be free from disturbance and distractions such as noisy fans or air-conditioner, another telephone/cell phone, and so on. The room ought to be comfortable, with a glass of water within your reach, adequate but not very bright lighting, and note pad and pencil handy. It is a good idea to keep a recorder nearby to replay later on what you said. A copy of your CV and portfolio should also be kept in front of you. The telephone instrument should be free from noise. If the interview is taking place in your home then make sure that there is someone else there to receive visitors or answer the door bell and ensure that nobody disturbs you in your room till the interview is over.
- 3 When the call comes, use the techniques of telephone conversation that we have discussed in a later block. Some of the important ones are as follows:-
 - i Greet and identify yourself and ask who is calling.
 - ii Listen carefully and speak clearly at a reasonable speed.
 - iii Take turns; know when to speak and when to stop and listen.
 - iv Mind your pronunciation, stress and tone; remember the other party cannot see you and your body language.
 - v Show eagerness and enthusiasm; sound interested.
 - vi Be brief and to the point.
 - vii Check if you are being understood by the interviewer; repair yourself, if necessary.
 - viii Ask for clarification, if desired.
 - ix Take the hint for foreclosing and closing.
 - x Use appropriate greetings while ending the conversation.
- 4 Next, you should ensure that your ideas are well organized. This is all the more essential in case of telephone interview. In the previous unit we suggested “STAR” structure as a way of organizing your thoughts to achieve logical development of ideas but there are other different ways of organizing our ideas depending upon the topic and what we want to achieve and who our audience is.



Activity 4

- 1 What are the steps you must take before attending a phone interview?

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- 2 List some of the techniques of telephone conversation to bear in mind during a phone interview.

**Phone and walk
-in interviews**

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3.5 SPEAKING

Activity 5

- 1 Take a look at 10 desirable traits that most employees look for in their candidates. Think of how many of these you possess and how you would illustrate them at your job interview with examples from your education, activities, work or life experience. Practice how you would talk about these with your study partner.

- i Problem-solving skills
- ii Ability to work under pressure
- iii Ability to focus on projects
- iv Leadership skills
- v Positive attitude
- vi Definiteness of purpose...clear goals
- vii Enthusiasm...high level of motivation
- viii Sense of humor
- ix Time management

- 2 Pick up a job advertisement relating to your field of study / interest. Imagine that you have been called by the advertiser for a job interview. Make a list of at least three questions you could ask at the interview.

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3.6 WRITING

Activity 6

Some people believe in working for a company for a long time while others believe in changing jobs quite frequently.

Discuss the advantages and disadvantages of **both** these views and give your own opinion. Write about 250 words.

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3.7 VOCABULARY: WALK-IN INTERVIEWS

Activity 7

Listen to the teacher talking about Walk-in-Interviews (tape script-2). Fill in the blanks while listening to the talk.

Walk-in Interviews are becoming increasingly popular these days. They help companies and organizations to ¹to meet their ² In today’s business world where growth and ³ is the mantra, companies sometimes need staff ⁴ for time bound projects. For these kind of needs they may not want to wait for the ⁵adopted for regular appointments.

Hence in order to tackle a projected ⁶, to upgrade the target with a view to tap improving opportunities in the market, meet the ⁷in products and services, to fill the ⁸availability in-house due to increasing attrition, etc. companies ⁹walk-in interviews.

Generally candidates in marketing and sales, production and technical staff, operational staff and many other categories find ¹⁰ walk-in interview venues. Companies advertise the interview schedule and ¹¹, along with venue details and offers.

Usually successful walk-in candidates get an offer ¹², and are required to join the company immediately. There are some ¹³too, viz., many walk-in opportunities are temporary or short-term; or if otherwise, many times companies find it difficult to ¹⁴ For freshers and candidates who are ¹⁵, these opportunities help them to get employed immediately.

If you are in the process of getting ready for the job market and are ready with your profile, self assessment and all set to ¹⁶you have made in your CV, you stand a good chance of being able to ¹⁷of a walk-in interview. A lot of the questions you will be asked are similar to the regular interviews.

In order to be successful in such interviews candidates need to be in ¹⁸
.....at all times. The interviewers are aware of the fact that these are
impromptu affairs and review the candidates accordingly. However, candidates
whose basic skills are well developed and have
¹⁹and general ²⁰as well as
suitable skill sets have a good chance of success in such interviews. Another
important factor is your ability to ²¹ and to present yourself.
If these are well developed, they give you the ²²and
comfort to deal with the needs of walk-in interviews.

3.8 GRAMMAR: ARTICLES (A/AN, THE)

- A and **an** are called indefinite articles. Articles are placed at the beginning of a noun or noun phrase.
- We use *a/an* only with singular noun/noun phrase. The noun in the noun phrase can be counted, e.g. a synopsis, two synopses, a process, two processes, a candidate, two candidates.
- *A/an* is not used before uncountable nouns e.g. *money, milk, gold, sugar*, etc. However, we can count *water, sugar* by using appropriate countable nouns before them e.g. a glass of water, a bag of sugar.
- *A/an* is not used before a proper noun e.g. before Varanasi.
- *A* is used before singular countable nouns/noun phrases beginning with consonants or consonant sounds e.g. a day, a telephone.
- *An* is used before countable nouns/noun phrases beginning with vowels, or vowel sounds, e.g. an advertisement, an expert.

Use of 'the': Definite Article

We use *the* at the beginning of a noun or a noun phrase:

- The most common use of *the* is refer to a person/thing/event that has been mentioned once.

Examples: Once upon a time there was a king
 The king was famous for his kindness.
- *The* is used to refer to things which are unique, i.e. things of which there is only *one* in the universe.

Examples: *the* sun, *the* Earth, *the* Himalayas, *the* Ganga, etc.
- Uniqueness of the objects may also arise because of the immediate context which is specific to the speaker and the listener.

Examples: We have so far been talking about face-to-face interviews fixed by *the* employers with *the* candidates.
- We use *the* before countable nouns when we wish to refer to the whole system,

Example: “Who invented *the* computer?”

- *The* is used before Nationality:

Examples: *the* British, *the* Irish, *the* Americans

- *The* is sometimes used with adjectives without there being a noun.

Examples: The poor (people) get poorer and *the* rich richer.
the old, *the* homeless, etc. (poor and rich are both adjectives)

- The names of regions, islands, oceans and newspapers generally have *the* before them:

Example: *the* Middle East, *the* Andaman and Nikobar islands, *the* Atlantic Ocean, *the* Times of India.

- In superlative constructions:

Example: *the* fastest, *the* most expensive, *the* best, *the* worst

No Article

- We do not use an article with certain types of nouns, such as school subjects and abstract nouns.

Example: Chemistry is my favourite subject.

Activity 8

- 1 Read the passage and insert *a/an, the* at the appropriate place.
Hina: Right, you all know why I’ve called this meeting. The Funtime Park has had serious drop in income over last 6 months. Liza has circulated report in which she makes it clear that she feels this is only temporary setback and she expects Park to return to profitability in first half of next year. Now, we have three options facing us: one is to close Park completely; second is to keep it open but on much reduced scale and therefore cut cost and third, is to continue as before. I think we’ve all had time to analyze the figures so I’d like to confine this meeting to your assessment and conclusions. Hiten, how do you see it?
Hiten: Very dimly, I’m afraid. I see no evidence that the Park will return to profitability next year or for that matter at any time in the foreseeable future...
Liza: I don’t believe you have read single word...
Hina: Liza, you’ll have chance to give us your point of view in second. Let Hiten finish first...
Hiten: Right, as I was saying I’m afraid Funtime islost cause. We’ve already lost nearly Rs. 4,00,000 in the last 4 months. We can’t afford to continue absorbing those sorts of losses. I think we should close it down as soon as possible and liquidize our assets.
Hina: So, let me just summarize. Hiten is for closing park as soon as possible and selling offland and property. Is that right?

- 2 Fill in the gaps in the paragraphs with a, an, the, Ø (no article)
All meetings have something in common.most important is
..... agenda, next is the role ofChairperson.
efficient chairperson will adhere toagenda and time, and focus
only on purpose and reaching the desired objectives of
meeting.

3.9 LET US SUM UP

In this unit we have described what 'walk-in' and 'phone' interviews are; you have also learnt how these two resemble and/or differ from normal interviews as well as from each other. You have become aware why some advertisers ask candidates to come for walk-in interviews. We have also described in detail 'phone' interview, its emergence and need in modern times, and how to prepare for and interact during a 'phone' interview. Finally, we have given you some more ways of organizing your ideas so as to achieve logical development of your thoughts.

3.10 ANSWERS

Activity 2

- 1 Walk-in INTERVIEW
- 2 ii- Normal procedure for recruitment, iii- What is walk-in interview,
i- Reasons for asking for walk-in interview
- 3 i-4, 5 ii-1, iii-2
- 4 Walk-in interviews, as the name suggests, by-pass all the steps involved between the advertisement and the interview. Some of these steps are: advertising the vacancy and inviting applications; sorting out candidates to be invited for interview; preparing a brief synopsis of these candidates; deciding members of the interview panel; contacting these members and seeking their consent and availability; fixing the venue, date and time of interview; informing the candidates of these details, etc. They can be time consuming and expensive. A Walk-in interview is relatively economical and easier to conduct.
- 5 There can be many reasons for an employer asking candidates to come for a walk-in interview. The employer may be a small businessman who does not have the secretarial staff necessary to handle the paper work involved in the long recruitment process. He may be the sole person to make a decision about the selection and does not need a panel of experts to help him here. This shortcut is an effective means of cutting costs as it saves time, money and manpower. Another reason can be that the vacancy is for a short period and the advertiser is aware that not many will be interested or the job may be of specialized nature and not many applicants with this special qualification might be available in the job market. We also find that some jobs require a candidate having a good personality and presentable figure and in such cases the employers may ask candidates to

come for a 'walk-in' interview to judge for themselves the suitability of the candidates for the job.

3.3 Listening comprehension (tapescript-1)

- 1 'Phone' interview as the name suggests is conducted over the telephone. Phone interview is the gift of modern revolution in information technology, office automation; and globalization of business and trade. Satellite communication has connected us with all parts of the world and we can talk to anyone in any part by direct dialing. This is a giant stride from the days when we had to wait for hours to be connected to our people within our own country and even when connected one could hardly hear what the other party was saying.
- 2 Faster means of transport and communication and interdependence of the nations of the world has given rise to globalization of business. In recent years many multi-national companies have established offices and business centers in many parts of the world. Competition has also grown and hence need for expertise and recruitment of experts at competitive salary from all over the world too has grown. 'Head-hunting' is now not confined to the boundaries of a particular country.
- 3 MNCs cast their net wide for personnel and advertise their staff requirement on their websites and these are browsed by those looking for international exposure. Candidates apply using e-communication. Instead of face-to-face interview these companies resort to 'phone' interview. Moreover, there is only one interviewer at a time talking to the candidate on the telephone although a conference call is also a possibility these days. These employers are generally interested in the expertise of the candidate and not so much in her/his looks and appearance.
- 4 Why do these companies take recourse to interviewing candidates on the telephone? They do so as face-to-face interview may not be feasible or may not be cost effective. These days most good companies pay the candidates invited for interview the cost of travel and hotel expenses and inviting candidates to another country can really be quite expensive. Therefore they use this alternative 'phone' interview to interact with the short-listed candidates. Many employers within the same country have also started using this technique as it is convenient and is comparatively inexpensive.
- 5 How does 'phone interview' work? Simple. The interviewer fixes with the candidate the date and time to interview him/her on the land line number given by the candidate in the CV sent to the company and thus this technique is repeated with all the candidates short-listed for interview

Activity 3

- 1 iii, 2 - ii, 3 - cost effective/less expensive.
- 4 Phone interview is the gift of modern revolution in information technology, office automation; and globalization of business and trade. Satellite communication has connected us with all parts of the world and we can talk to anyone in any part by direct dialing. This is a giant stride from the days when we had to wait for hours to be connected to our people within our own country and even when connected one could hardly hear what the other party was saying.

In recent years many multi-national companies have established offices and business centers in many parts of the world 'Head-hunting' is now not confined to the boundaries of a particular country. MNCs cast their net wide for personnel and advertise their staff requirement on their websites and these are browsed by those looking for international exposure. Candidates apply using e-communication. Instead of face-to-face interview these companies resort to 'phone' interviews.

Activity 4

- 1 You have to take certain steps to ensure that a phone interview proceeds smoothly. First, note down carefully the date and time of the telephone call and the name of the interviewer. Make sure that the date and time given are of your country or of a foreign country. If it is a foreign country then ask for their local time as well as this might be different. Second, before the call comes through make sure to secure the room where the call is to be taken. It should be free from disturbance and distractions such as noisy fans or air-conditioner, another telephone/cell phone, and so on. The room ought to be comfortable, with a glass of water within your reach, adequate but not very bright lighting, and note pad and pencil handy. It is a good idea to keep a recorder nearby to replay later on what you said. A copy of your CV and portfolio should also be kept in front of you. The telephone instrument should be free from noise. If the interview is taking place in your home then make sure that there is someone else there to receive visitors or answer the door bell and ensure that nobody disturbs you in your room till the interview is over.
- 2 Some of the techniques of telephone conversation are as follows:
 - Greet and identify yourself and ask who is calling.
 - Listen carefully and speak clearly at a reasonable speed.
 - Take turns; know when to speak and when to stop and listen.
 - Mind your pronunciation, stress and tone; remember the other party cannot see you and your body language.
 - Show eagerness and enthusiasm; sound interested.
 - Be brief and to the point.
 - Ask for clarification, if desired.
 - Use appropriate greetings while ending the conversation.

Activity 5

Sample answer:

- 1 **Leadership skills-** I have been the Cultural Activities leader at school as well as the Associate Secretary of the Students Union at College. The positions have helped me understand the qualities that are required to lead people in a collaborative manner. I work well in a team and am able to infuse those working with me with energy and positivity...
- 2 In case of being called for an interview for the position of relationship manager at a private bank, the three questions that could be asked are:
 - i What is the Job profile like?
 - ii What is expected out of me in this job?
 - iii Does this job require a lot of traveling?

Activity 6

**Phone and walk
-in interviews**

The new age employee is a firm believer in the maxim that ‘variety is the spice of life’. This explains the increasing trend of job hopping and the high attrition rates that companies are witnessing today. We find that it is often in the public sector or government offices that people still prefer to work long term but that is not the case with private companies and the MNCs. Youngsters today are on the lookout for better exposure and better pay packs and perks. They want to have a gamut of experiences to showcase in their resumes. There is also the job security factor that colour the choices that employees make. Government jobs offer more security and this may be reason why some prefer to stay on and work for the company....

3.7 Vocabulary: Walk-in-interviews (tape script-2)

Activity 7

Walk-in Interviews are becoming increasingly popular these days. They help companies and organizations to ¹**source personnel** to meet their ²**immediate need**. In today’s business world where growth and ³**achievement of target** is the mantra, companies sometimes need staff ⁴**on short notice** for time bound projects. For these kinds of needs they may not want to wait for the ⁵**elaborate procedure** adopted for regular appointments.

Hence in order to tackle a projected ⁶**shortfall in target**, to upgrade the target with a view to tap improving opportunities in the market, meet the ⁷**unexpected demand** in products and services, to fill the ⁸**gap in human resource** availability in-house due to increasing attrition, etc. companies ⁹**resort to** walk-in interviews.

Generally candidates in marketing and sales, production and technical staff, operational staff and many other categories find ¹⁰**opportunities in** walk-in interview venues. Companies advertise the interview schedule and ¹¹**positions to be filled**, along with venue details and offers.

Usually successful walk-in candidates get an offer ¹²**instantly**, and are required to join the company immediately. There are some ¹³**disadvantages** too, viz., many walk-in opportunities are temporary or short-term; or if otherwise, many times companies find it difficult to ¹⁴**retain these employees**. For freshers and candidates who are ¹⁵**not employed currently**, these opportunities help them to get employed immediately.

If you are in the process of getting ready for the job market and are ready with your profile, self assessment and all set to ¹⁶**justify the claims** you have made in your CV, you stand a good chance of being able to ¹⁷**tackle the requirements** of a walk-in interview. A lot of the questions you will be asked are similar to the regular interviews.

In order to be successful in such interviews candidates need to be in ¹⁸**a state of preparedness** at all times. The interviewers are aware of the fact that these are impromptu affairs and review the candidates accordingly. However, candidates whose basic skills are well developed and have ¹⁹**good overall world knowledge** and general ²⁰**awareness** as well as suitable skill sets have a good chance of success in such interviews. Another important factor is your ability to ²¹**communicate** and to present yourself. If these are well developed, they give you the ²²**right amount of confidence** and comfort to deal with the needs of walk-in interviews.

Activity 8

- 1 Completed paragraph with *a/an, the* at the appropriate place.
- Hina:** Right, you all know why I've called this meeting. The Funtime Park has had **a** serious drop in income over **the** last 6 months. Liza has circulated **the** report in which she makes it clear that she feels this is only **a** temporary setback and she expects **the** Park to return to profitability in **the** first half of next year. Now, we have three options facing us: one is to close **the** Park completely; **the** second is to keep it open but on **a** much reduced scale and therefore cut cost and **the** third, is to continue as before. I think we've all had time to analyze the figures so I'd like to confine this meeting to your assessment and conclusions. Hiten, how do you see it?
- Hiten:** Very dimly, I'm afraid. I see no evidence that the park will return to profitability next year or for that matter at any time in the foreseeable future...
- Liza:** I don't believe you have read **a** single word...
- Hina:** Liza, you'll have **a** chance to give us your point of view in **a** second. Let Hiten finish first...
- Hiten:** Right, as I was saying I'm afraid Funtime is **a** lost cause. We've already lost nearly Rs. 4,00,000 in the last 4 months. We can't afford to continue absorbing those sorts of losses. I think we should close it down as soon as possible and liquidize our assets.
- Hina:** So, let me just summarize. Hiten is for closing **the** Park as soon as possible and selling off **the** land and property. Is that right?
- 2 Completed paragraphs with a, an, the, Ø (no article) in bold:
- All meetings have something in common. Ø most important is **the** agenda, Ø next is the role of **the** Chairperson. **An** efficient chairperson will adhere to **the** agenda and time, and focus only on **the** purpose and reaching the desired objectives of **the** meeting.