

# INTERVIEW QUESTIONS & ANSWERS

## **Give an introduction about yourself?**

In this question keep the answer more about your personality, hobbies, your education background, and past employment. Avoid talking about your family background in this question until specifically asked. This question is asked to the interviewee to break the ice and put them at ease to continue with further round of questions. Keep the tone of conversation amicable and formal. Do not fidget when answering any questions. If you are nervous before an interview, learn breathing techniques and take a deep breath. Answer the questions giving specific information and ensure that all the information that you provide is correct.

## **Why you want to work in a BPO?**

Depending on whether this is your first job or not, you can frame the answer. You can talk about improving soft skills and technical skills. You can also talk about the growth of the service industry. Work culture and organizational structure and how it helps you shape your personality and perspective about work-life balance can also be the factors you can choose to speak about.

## **How would you describe yourself as a person in Professional Sphere?**

The purpose of this question is to ensure that the interviewee has all the personality traits that the organization is looking for. Provide answers that ensure that your personality suits their work culture. Study the work culture and get information about the organization so you know what they are looking for. You can describe your qualities that suit the work culture of the organization, like dedicated, flexible, creative, proactive, etc.



## **What are your biggest strengths?**

Before attending the interview, analyze the job profile and make a list of parameters that are suitable for the job profile. This is a question that is always asked in an interview. You can say that you have patience to handle any customer, and have the persistence to get conversions. You can also say that your communication, both, oral and written is on par. You can also talk about your personality traits, voice intonation, and mental abilities to work under pressure and deadlines.

## **What are your weaknesses?**

You must make a list of weaknesses and work on them already as you mention them to the recruiter. Do not mention anything that is obnoxious or that makes you sound unprofessional. Keep the tone formal and serious, yet confident.

## **How do you spend your free time?**

Talk about constructive activities. Talk about your hobbies or any special skill such as guitar playing, sports, or any other constructive activities. Avoid talking about hobbies like watching movies and listening to music as it does not show your keen interest in any special skill set. Choose to speak about a skillset that portrays your special abilities other than that are required for work.

## **What will you choose to live an apartment or a penthouse?**

Penthouses are swish and luxurious living spaces with an amazing view. Choose an answer based on your choice and taste.



## **How do you rate yourself on communication skills?**

In a job, you have to communicate with people at various levels, within and outside the organization. Improve your communication skills and make them above average before you attend an interview. Ensure that you rate yourself above average in this area.

## **Can you speak for two minutes on a mentioned topic like -"Narendra Modi"?**

Always read well on general topics so you can speak extempore on those topics. This gives the recruiter an insight into your language and communication skills.

## **What is a BPO?**

The term BPO Refers to business process outsourcing. Various industries outsource part of their work processes to different countries. This makes their work flow easy and hire the best person/team for the job. Many industries like IT, healthcare, and Pharmaceutical industries outsource a part of their work process to enhance productivity and get the best skilled person/team for that job.



## **Name some different types of Services provided by BPOs?**

These are the different types of BPO Services like

1. Telemarketing service
2. Voice calling and data entry services
3. Recruitment and payroll process
4. IT services - Web design, System and Network Admin services, S/W development
5. Data entry services
6. Transcription services
7. Digital marketing services
8. Sales services
9. Procurement Services
10. Product development services

## **What is Outsourcing?**

Outsourcing is to obtain goods and services from an outside supplier. This is usually a contract job and a few companies treat the recruit as a part of the company who follows the terms, conditions, policies of the company to which they provide the services. The recruit works on site and is treated as a part of the company with regard to using the resources of the company. This entirely depends on how an individual organization wants to treat the recruits to whom the job is outsourced.



## Why do companies outsource?

Outsourcing work or part of the work process is one of the most effective ways of staying productive while reducing the cost. These are the main reasons why companies outsource their work.

- Outsourcing is cost effective.
- Meeting deadlines and staying productive is easier.
- Cost of resource, development, and labour is reduced.
- Scope of expansion can be quicker when part of the work process is outsourced.
- Saves time in finding skilled labour within the limits of geographical area.
- Companies can focus on their core activities when they outsource part of their work processes.

## What is offshore outsourcing?

Offshore outsourcing is when a country outsources its works to a different country whose geographic location is not close to that of the company's geographic location. This happens across various companies for a part of its processes or core processes. A company chooses to have a team of specialized employees who can perform the task/ project better at a lower price. This is the reason, most or part of the process is outsourced to countries that provide skilled labour at cheaper price compared to what is paid in native country where the company is established.

## Different types of Outsourcing?

BPOs and KPOs are two different types of outsourcing. Services and process are outsourced to BPOs. Higher level of research and development are outsourced to KPOs. KPOs are knowledge based. Examples are pharmaceutical companies outsourcing their research and development process to KPOs.



## **What are voice based BPOs?**

These are the BPOs that focus on the soft skills and oral communication with customers. This is related to sales and technical support. This could be for internal process that is, providing support for business clients of the companies, or the consumers who purchase the products of the company.

## **What is a non-voice based BPO?**

Non-voice based BPO provides various services which are technical in nature. They do not require training in soft skills. They are a team of individuals who have specialized knowledge and provide utility based services. These are the BPOs that provide internal services to the companies such as, installation, upgrades, troubleshooting, and maintenance.

## **What do you understand by a call center?**

These are voice based segments of BPOs. The employees are trained for soft skills, intonation, oral and written business communication, and undergo process training. Diction of English language, pronunciation, and tonality is given importance. They are set up for sales and technical queries for any company. The language, communication, pronunciation, and voice quality are essential for a voice based call center. Based on the location of the customers the BPO caters to, soft skills training is provided to match the English diction of that region.



## **What is the difference between the call Center and BPO?**

A BPO handles a wider range of business services that are outsourced. A call Centre only handles calls from one company, which include sales and technical support. A call center can be a part of the BPO, but a BPO is not a call Centre.

## **What do inbound and outbound calls mean?**

An inbound call center is the one that takes calls from customers for internal issues, technical issues, providing resolutions, and takes calls from the clients. In an outbound call Centre, the representatives make the calls to the customers about sales, customer service, and procurement calls.

## **Why should we hire you?**

Read the job profile and responsibilities carefully and prepare for this question well in advance. This is an important question that can make or break the interview. Make a list of skills, qualities, and experience that you can talk about that suits the job profile.

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## **Why do you want to quit your current job?**

In any interview, the golden rule is to never bad mouth your previous employer. Always say you are looking for better prospects and growth and that is why you seek change. Never use negative words that put you or your previous employer in a bad light.

## **Can you share with us your experiences from your last job?**



Keep the tone positive and look for the brighter aspects of your previous job that helped you grow. Unless, there is a serious and a genuine reason, do not mention anything negative that reflects poorly upon you or your previous employer.

## **Have you ever been into a disagreement with your colleagues?**

Answer this question with a neutral tone. Disagreements happen at work and in personal life. Do not get into the details unless specifically asked. Say that you are capable of handling disagreements and finding a conflict resolution in most of the workplace issues.

## **Are you Willing to sign a bond with us?**

Say “yes” if and only if you are serious to commit to the tenure of the work. Bonds are a legal documents with terms and condition of the job offer clearly stated. You must carefully read a bond before you commit to the tenure and put your signature on it. Ask question about what the bond would contain and check if you can comply to the terms and conditions of the work. Not every BPO or call center offers you to sign a bond.

## **How would you manage your accommodation?**

If you are new to the city, say that you can manage it yourself in a few days and that it is sorted. If you have been staying in the city, you can provide details of the same.





## **Are you willing to relocate?**

Choose to say Yes or No based on what you are comfortable with. If you are not willing to relocate say No, else say Yes. The offer of relocation is entirely an individual call. This is something that you need to think through before giving a reply. Choose the pros and cons of this question before you attend the interview so you can answer right away without taking too much time to think.

## **Would you be comfortable working in shifts? Do you have any health problems?**

Be honest about your health problems and if can pose a health concern to you. It is essential to answer this question with complete honesty because health always comes first. It is important for you as well as the recruiter to know that their working hours do not pose a threat to your health. If you are comfortable working in shifts, say so, else you can give the timings that you are comfortable to work with.

## **Do you know about our company?**

As a thumb rule, read about the company before you attend the interview. Answer this question to tell whatever it is that you know about the company. Talk about the services and



work culture that you know of. Do not delve into the history of the company and its formation and sound like a pedantic. Your job is to let the recruiter know that you are aware about the work culture of the company and not your mugged knowledge about the company.

## **Do you know anyone who works for us?**

Provide the name, designation, and reference of the person who is either currently working or has previously worked for the company. Only give a known reference. Ensure that the person knows that you will be providing their name as a reference. If you do not know anyone, say you don't.

## **What is your expected salary?**

Give a ballpark figure. Do not state a definite amount. Give a range. Even better would be asking the recruiter what do they pay for someone for the role that you choose to apply. You can negotiate the offer if you have better skills and experience. Some recruiters accommodate a better salary package if the candidate genuinely has a better experience, skill set, and capabilities for the chosen role. Be open to negotiation if you think you have a better skillset.

## **Would you leave us if another company offers you 1k-5k more than us?**

Say No, pointblank. This question is asked by the recruiter to test the loyalty of the candidate. Hiring a candidate costs time, money, and resources to the candidate. They prefer to choose candidates who will stay longer with them and not ditch them for a few thousands.



## Would you like to ask any questions?

Research well about the company, its products, services, and any news articles. Ask questions about how can you grow along with the company and seek opportunities for your growth. Ask any interesting questions about the company that will make the recruiter understand that you are genuinely interested in their products and services.

