

Practice # 11: Customer Selects 12 Job Postings – Controlling the Interview

A customer, Bryan Waters (BW), tells the Greeter he wants contact information for 12 job postings from Work in Texas. The Greeter tells Mr. Waters that an Employment Counselor will talk to him about the jobs and provide additional information. The Greeter walks Mr. Waters over to Lucy Grast.

We need someone to play the following parts:

Greeter

EC – Lucy Grast (EC)

Customer -Bryan Waters (BW)

Script: Controlling the Interview

Greeter to EC: Mr. Waters is interested in several job postings and would like more information on them.

EC to Greeter: Thank you.

EC to Mr. Waters (BW): Hello, my name is Lucy Grast. How are you today?

BW: *(Hands EC a dozen job postings)* I'll be doing better if I can get one of these jobs. I need help finding out who to contact for the job postings I found on the computer.

EC: *(Smiling)* You have obviously learned how to get around in our WorkInTexas database. Are you interested in jobs working with computers?

BW: I prefer to welding work but I know something about computers.

EC: It looks like you have selected several different job types. Before we look at contact information, I want to make sure I know which jobs you are most interested in. Out of these job postings, which ones are you most interested in?

BW: I was looking for a welding job but I didn't see any in the Houston area so I printed out as many construction helper jobs as I could find.

EC: *(Agreeing)* Most of the job postings you gave me are for helper jobs. Do you have experience as a welder?

BW: I have six years as a welder but I've also worked other construction jobs and in shipyards.

EC: The welding jobs are likely to pay better than the helper jobs. Do you want to look at the welding jobs first?

BW: I want a welding job but I thought I had already found all the welding jobs in Houston. I can't live off a helper's pay but I figured if I talked to some of these companies I might be able to get the pay up.

EC: I know we have welder jobs listed in Houston. What part of town do you want to work in?

BW: I live near Stafford off Wilcrest and Hwy 59. Anything on the Southwest side would be great.

EC: We usually have lots of welder jobs. What type of welding have you done?

BW: Stick, MIG, and Flux Core. I've done a little TIG.

EC: That's great experience. Can you certify in all of them?

BW: I'm not sure. I haven't tested on some for a while.

EC: I am sure we can find a welding job with all of your experience. Let me look in the computer and see exactly where the jobs are located. I would also like to look at your work application to make sure it matches all of the welding jobs you qualify for. Sometimes changing the application a little makes much better matches. *(Turns to the computer and reviews matching options for BW)*. I think I can make it better if you can tell me how much experience you have in each kind of welding. It's also a big help if I know whether you've worked construction on in a shop. Also, the kind of metal you've welded. *(Updates application with added information while BW watches)*

BW: Yea, I see what you're doing. I missed some stuff when I put it in, didn't I?

EC: I think the changes will get the right jobs now. Let's do another search.

I see several welding jobs in the southwest area of Houston in structural fabrication shops. They want experience on Stick, MIG and Flux-Core. Two jobs are near Hwy 59 and the Beltway. Isn't that a good location for you?

BW: Yeah, that would work. It's the TIG where I was afraid I couldn't certify.

EC: Besides adding some information on your welding experience, I updated your matching options to show that you prefer jobs in Southwest Houston. You can set up different matching options based on the area of town you want to work in and your salary requirements. The two employers with welding jobs near you pay between \$17 and \$22 an hour. Are you interested in applying for these positions?

BW: Yes, but I also want to apply for the other jobs I gave you.

EC: Most employers limit how many people we can send so we don't send you unless we feel sure you're going to apply. If you get one of the welder jobs you won't apply for the rest of these will you?

BW: No.

EC: If these don't work out we can talk about the option of the helper jobs. I'll give you my number before you leave. How soon do you think you could apply for both of these jobs?

BW: I will go to both of them tomorrow.

EC: (*Gives the customer the job information*) Good, the sooner you can apply the better. Here is the address and contact information for both jobs. Do you know how to get to these locations?

BW: Oh, yeah, I know both of these companies but I didn't think they were hiring.

EC: The first job I handed you just posted just yesterday and both of these positions look like a good fit for you. Here is my card. Give me a call or come by after you apply if these don't work out. There may be more welding jobs by then or we can talk about other job openings if you are still interested in a helper position.

BW: Okay, thanks for finding these jobs. I'll give you a call.

BW leaves EC and heads for the door.

Greeter: Did you get the information you were looking for?

BW: I may have found a job. Hopefully, I won't be back.

Greeter: Good luck. Come back if we can help you with anything else.

Discussion Questions:

1. What questions did the EC ask to clarify what the customer wants and needs?
 - a. Which job would you prefer if you were choosing between those printed out? - The customer will normally have a preference when selecting between a dozen jobs.
 - b. Would you like to look at welding jobs first? – Again this question helps to narrow the field of choices and clarify this customer’s job preferences.
 - c. What part of town do you want to work in? – Even with adequate transportation many customers do not want to drive across town to work.
 - d. Is this the area of town you are looking in? – The customer has given a general idea of the preferred area for work but before making selections for the customer the EC asks again to confirm their understanding.
 - e. Are you interested in applying for these positions? – Before making the referrals the EC checks with the customer and confirms their interest in these specific jobs.
2. How did the EC say “no” to the customer’s request for 12 job referrals? – The EC was able to find jobs that were preferred over the job referrals originally requested when she clarified what the customer really wanted. The customer was satisfied with the reasonable alternatives the EC gave him.
3. Why didn’t the EC just give the customer a few referrals from original 12 job postings? The EC had the option to give the customer some of the referrals from the original 12 job postings, however, in order to provide quality referrals the EC asked questions to make sure these were jobs preferred by the customer. The answers to those questions showed that the customer was asking for these referrals because they did not believe they had other options and would prefer a welder’s job if it was available.

Discussion Points

- Discuss how the EC controlled the interview resulting in a satisfactory outcome for the customer.
- In this scenario the EC did not provide the customer with the contact information they requested but found openings for positions the customer was more interested in. What options could the EC provide this customer if there were not any welding jobs available in the area where the customer wanted work?
- How many job referrals should you give to a customer in a single visit? How many is too many?