

Written Interviews

While facing an interview, you need to be confident & natural. You don't need to hurry. If you are asked something that you have no idea about, you shouldn't hesitate in accepting your ignorance on that particular. There is nothing wrong in saying 'no' for something that you don't know. Whenever your weak area gets highlighted while an interview, always state your efforts to overcome that weakness alongwith as it gives interviewer an impression that you already know your weaker part & you are putting efforts to come out of it.

Here are a few samples of call center interviews given below, kindly go through each one of these & try to play mock interviews with your friends, you will gain confidence. Remember, Practice makes a man perfect.

Interview – I

Rahul : May I come in sir?

Interviewer : Yes please.....Have a seat.....How are you doing?

Rahul : I am doing well. Thank You.

Interviewer : You are.....

Rahul : Rahul

Interviewer : I see. Rahul, tell me something about yourself?

Rahul : Sir, I am Rahul. I am 23 years old. I belong to Dehradun. I have done B.Tech from MITTE University in 2011. We are four members in family, including my Dad, Mom and My elder brother. My Dad works in a bank, Mom is a housewife and my brother is pursuing MBA from IIM Ahmadabad. And my hobby is listening to music.

Interviewer : You have done B.Tech so what's the point of coming in BPO industry?

Rahul : Sir, BPO industry is a booming industry. As far as I know, 75% of the IT revenue comes from this industry. There are good opportunities. Facilities are good as well.

Interviewer : Rahul, do you know what BPO stands for?

Rahul : Yes sir, it's Business Process Outsourcing.

Interviewer : That's correct. Okay, you said your brother is pursuing MBA from IIM, Can you tell me something about IIM?

Rahul : Well, I've just heard that IIMs are reputed institutes in India and the students of IIMs have a bright future.

Interviewer : Alright, your hobby is listening to music, right?

Rahul : Yes sir.

Interviewer : What kind of music?

Rahul : Sir, I like soft music like soft instruments being used and soft voice.

Interviewer : What do you mean by soft?

Rahul : Sir, I mean slow romantic songs with slow music, a bit of guitaring slowly used.....

Interviewer : I see. Rahul, do you celebrate your birthday?

Rahul : Yes sir. I do.

Interviewer : How?

Rahul : I just cut the cake and enjoy with friends and family members.

Interviewer : How did you celebrate your last birthday?

Rahul : Sir, I had invited my friends at home. My brother had brought a Cake, burgers, sandwiches, chowmein etc. We had it. That's it.

Interviewer : I see. So it was simple?

Rahul : Yes sir.

Interviewer : What do you know about call centers?

Rahul : Sir, Call center is a place where calls are either received or made. There are two types of processes; inbound and outbound. In inbound, we receive a call from customers and in outbound, we make a call to them.

Interviewer : Not a bad answer. So you have decided to join call center, right?
Rahul : Yes sir.
Interviewer : Ok Rahul, it was pleasure talking to you. You can wait outside for the feedback.
Rahul : Thank you, sir.

Interview – II

Aditya: May I come in ma'am?
Interviewer: Come in. You are.....
Aditya: Aditya Rana.
Interviewer: Aditya, please have a seat.
Aditya: Thank you.
Interviewer: Tell me something about yourself?
Aditya: Ma'am, My name is Aditya Rana. I belong to Dehradun. I have done B.Tech in Electronics & Telecommunication Engineering through correspondence. I've got 6 years experience working with international BPOs; 4 years in UK inbound process and 2 years in US outbound. As far as my family is concerned, my father is an Ex Army personnel, my mother is a housewife. I've two sisters. Both are married. My hobby is reading biographies.
Interviewer: Which is your all time favorite biography?
Aditya: A beautiful mind. It's based on a genius mathematician John Nash.
Interviewer: Can you give me an idea about John Nash?
Aditya: Ma'am, he was genius in solving mathematical problems. His life is extremely struggling but highly inspiring. In his 30s, he suffered from a disease related to his mind. He had a problem of delusions. He experienced something that didn't exist at all. He would hear voices which didn't actually exist. But eventually with the help of extraordinary love by his wife, he could overcome his delusions to a great extent and finally received Nobel for his phenomenal contribution in Economics.
Interviewer: Aditya, Your resume says you worked with your last organization as a Team Leader. What qualities must a team leader have?
Aditya: Ma'am, Team Leader must have good product knowledge. He should welcome the ideas and suggestions given by the members of his team because you never know, an insightful idea may come from anyone, which can benefit the process. He must have a good professional relationship with his team. He must audit his team members' calls and deliver feedback to improve their performance. He shouldn't be partial to anyone. He must listen to his team members' problems and suggest accordingly. He must be able to get the best output possible from his team keeping in mind their satisfaction and happiness as well.
Interviewer: That's true. Alright Aditya, you got to wait outside for the feedback. Thank you.
Aditya: Thank you ma'am, Pleasure talking to you.
Interviewer: Same here.

Interview – III

Pooja: May I come in sir?
Interviewer: Yes, Come in please. Have a seat. You are.....Pooja, right?
Pooja: Yes sir.
Interviewer: Ok Pooja, Tell me about yourself?
Pooja: Sir, My name is Pooja. I live in Dilshad Garden with parents. I am 21 years old. I have done BA from DAV College Dehradun. I have an elder sister and a younger brother. Both are studying. My hobby is listening to music.
Interviewer: When did you complete Graduation?
Pooja: Last year.
Interviewer: Your parents are here in Delhi. Why did you study in Dehradun?
Pooja: Sir, My Uncle's family is there so I lived with them. Actually, Dehradun is known for Education so my father wanted me to pursue graduation from there.
Interviewer: I see. Tell me something about Dehradun?
Pooja: Sir, Dehradun is a beautiful city. It is the capital of Uttarakhand. Dehradun's climate is very good. It's a green & clean city. All the facilities are available there. It is known for quality education.
Interviewer: How did you like Delhi?

Pooja: Sir, Delhi is a big city. I don't like this city much because pollution is too much. Crime rate is very high as well.

Interviewer: But you live here!

Pooja: Sir, It's just because my parents are here.

Interviewer: Okay.....tell me something about your mother?

Pooja: Sir, My mother is a housewife. She is very intelligent lady. She is a post graduate in Physics. She cooks delicious food. She takes care of the family pretty well. She is a bit short tempered. She is just like my friend. I can share anything with her. She always suggests me for my good. I love her a lot.

Interviewer: And what about your father?

Pooja: Sir, My father is nice person. He is very kind hearted. He loves my mom a lot. He works in a Private Bank as a Manager. He is PhD in Physics. He runs a Trust as well, which is devoted to the poor and needy children. I love my father a lot.

Interviewer: Your father and mother both are Physics' graduate, were they College mates?

Pooja: Yes sir, they were in the same college. My father liked my mom so they had love cum arrange marriage.

Interviewer: Didn't you like Physics?

Pooja: No sir.

Interviewer: What about your plans for further studies?

Pooja: Sir, I am pursuing MBA in HR through correspondence.

Interviewer: Do you think it can benefit you?

Pooja: Sir, if I am working somewhere, I can internally apply for HR position.

Interviewer: Yes that's true. Alright Pooja, it was pleasure talking to you. Please wait outside for the feedback.

Interview – IV

Renu: Good Morning Sir. May I come in?

Interviewer: Good Morning. Please come in. Have a seat.

Renu: Thank you sir.

Interviewer: You are Renu?

Renu: Yes sir.

Interviewer: Can I have your Resume?

Renu: Here it is.

Interviewer: Thank you.....Renu, You have done MBA.

Renu: Yes sir.

Interviewer: How can it benefit our organization?

Renu: Sir, MBA is a field where communication skills and convincing skills are taught. Such skills can certainly benefit the customer service department of your organization.

Interviewer: Yes it is. Renu, what do you know about BPOs?

Renu: Well sir, BPO stands for Business Process Outsourcing. When a company gives some part of its business to some other company, it is called outsourcing of business. For example, a company XYZ doesn't want to handle their customer care department by their own due to not efficient infrastructure for the same, they can outsource it to some other company, which is dealing particularly in customer service. It saves their infrastructure cost and expertise requirement.

Interviewer: Do you know the meaning of your name?

Renu: Sir, when my parents got married, it rained heavily. So they decided to name me something similar to the word 'rain'.

Interviewer: It was extraordinary. (Laughs a bit)

Renu: (Smiles a bit)

Interviewer: Great. Okay Renu, if I hire you for outbound process where you have to call customers and sell the product, will you be comfortable.

Renu: I've no issues sir but one thing I would like to certainly highlight that my core interest lies in inbound process where I need to speak with customers in polite and convincing manner. But it all depends on your process requirement so I've no problems working in either of the processes because I've to work and perform.

Interviewer: Fine Renu. By the way, what about your salary expectations with us?

Renu: Sir, I am a fresher so whatever is there as per the company norms.

Interviewer: Great. Kindly wait outside for the feedback.

Renu: Alright sir. Thank you so much. It was pleasure talking to you.

Interviewer: Same here. Thank you.

Interview – V

Priya: May I come in sir?

Interviewer: Yes, Come in please. Have a seat. What's your good name?

Priya: Sir, My name is Priya.

Interviewer: Hello Priya. My name is Mojib Khan and I am working here as an HR executive. May I have your introduction please?

Priya: Sir, I am Priya. I live in Dilshad Garden. I am a post graduate. My Father is in Army. My mother is a teacher. I have two elder brothers. Both of them are working. My hobbies are watching movies and listening to music.

Interviewer: How old are you?

Priya: Sir, I am 24.

Interviewer: Great. Your mother is a teacher so didn't you apply for any teaching job?

Priya: I applied but I couldn't get through.

Interviewer: So what about BPO jobs? If you get an opportunity somewhere in teaching, then you may leave us, right?

Priya: Not at all sir, if I get good working environment and growth opportunities on the basis of my performance, then obviously there is no point to switch the job.

Interviewer: But opportunities may take time.

Priya: Sir, I think if I perform extremely well, I can get promotion earlier than usual.

Interviewer: Your attitude is positive, no doubt. I like it. But in customer service, customers might abuse you sometimes, will you be able to handle?

Priya: Sir, I know that. My friends are working in call centers. They have told me. I have no issues with that.

Interviewer: Good. Okay, Say something about Delhi?

Priya: Sir, Delhi is the capital of India. I like Delhi a lot as I have been living here since birth. Delhi is a beautiful city. There are many monuments here such as the Qutub Minar, the Lal Qila etc. There are so many places to see. But pollution has been one of the major issues here due to very high population and vehicles being used. Still I love this city.

Interviewer: Priya, if I ask you to sign a 2-year bond with us, what would be your answer?

Priya: I've no issues sir.

Interviewer: Alright then, You sit outside and wait for the result, okay?

Priya: Alright sir. Thank you so much.

Interview – VI

Pankaj: May I come in ma'am?

Interviewer: Come in please. Have a seat. Your good name?

Pankaj: Ma'am. My name is Pankaj Koli.

Interviewer: How are you doing Pankaj?

Pankaj: Ma'am I am doing nothing.

Interviewer: "How are you doing" means "How are you"

Pankaj: I am sorry ma'am. I didn't know. I am fine ma'am.

Interviewer: Are you a fresher?

Pankaj: Yes ma'am.

Interviewer: Why do you want to join call center?

Pankaj: Ma'am, I want to improve my English Speaking skills and also earn money so that I can give some money to my parents.

Interviewer: Are you a graduate?

Pankaj: Yes ma'am.

Interviewer: Can I have your resume?

Pankaj: take this.

Interviewer: Pankaj, never say "take this", always say "here it is". Okay. Both have the same meaning but latter one is more polite and professional.

Pankaj: okay ma'am.

Interviewer: Where do you put up?

Pankaj: Ma'am, Seemadwar.

Interviewer: How is the place?

Pankaj: Good.

Interviewer: Tell me something about Seemadwar?

Pankaj: Ma'am, Seemadwar is a nice place. It is very clean area. There are many parks there, where people in the morning and evening, sit and relax. Transport facility is available 24 hrs.

Interviewer: Pankaj, your grammar is good but the pronunciation is a major issue. You need to improve your pronunciation and then try again. Okay. If you work harder on your pronunciation, it can certainly be improved.

Pankaj: Ok ma'am. I'll surely work on my pronunciation and then try again.

Interviewer: Good luck Pankaj. See you soon.

Interview – VII

Puneet: May I come in Sir?

Interviewer: Please.

Puneet: May I Sit?

Interviewer: Sure. Have a seat. What is your good name?

Puneet: Sir Puneet.

Interviewer: Do you know, what's the meaning of your name?

Puneet: I am sorry sir. I don't know.

Interviewer: Didn't you ever ask your parents?

Puneet: No sir, I never asked.

Interviewer: Don't be nervous. It's okay.....Anyways, Tell me something about yourself?

Puneet: Sir, My name is Puneet Sharma. I am 24 years old. I have done B.Tech from MCCITE Engineering College in 2009. I am pursuing MBA through correspondence. I have got 3 years experience working with international BPOs. I started off my career with Spectrastics. I worked there as an executive for about 2 years, then I joined HHP and worked there for about 1 year. I love playing cricket.

Interviewer: Which process were you in there in Spectrastics?

Puneet: Sir, I was in Altbank inbound process.

Interviewer: Why did you switch?

Puneet: Sir, My family relocated from South Delhi to Noida. So it was quite time consuming going from Noida to Gurgaon and moreover, the company wasn't providing cabs to Noida. Hence, I had no choice but to leave.

Interviewer: What do you understand by customer service?

Puneet: Sir, Customer service is all about assisting customers in the best way possible.

Interviewer: What is the role of communication in Customer Service?

Puneet: Well sir, Communication plays a vital role. For Example, Customer is irate and annoyed by any service company offers. There comes the role of communication. We need to politely but confidently deal with the customer.

Interviewer: Now what is the reason of switching again from HHP to us?

Puneet: Sir, Company is in huge loss and hence, they have asked us to leave. I have no other option but to switch.

Interviewer: I see. What do you know about our company HMTc BPO?

Puneet: Sir, HMTc BPO is a very good company as I've heard it by many of my friends. There are 3 friends of mine working out here and they are quite satisfied with the facilities provided. One of my friends has been here for last 3 years, which proves that he is happy and satisfied.

Interviewer: That's great. What is your strength?

Puneet: Sir, my strength is my comfortability with rotational shifts and my convincing skills, which can benefit the company.

Interviewer: That's great. Alright Puneet, now you wait outside for the feedback.

Puneet: Thank you sir.

Interview – VIII

Arun: May I come in sir?

Interviewer: Yes, Come in.

Arun: May I sit?

Interviewer: Yeah sure. How are you?

Arun: sir, I am fine and you?

Interviewer: I am good. Do we start?

Arun: Yes sir.

Interviewer: what is your name?

Arun: sir, Arun.

Interviewer: I see. tell me something about yourself including your family background?

Arun: Sir, My name is Arun. I belong to Delhi. I graduated from Delhi University in 2010.

We are five members in family. My father is in private job. My mother is a house wife. I've a brother and a sister. Both are younger to me and pursuing graduation from DU itself. My hobbies are playing guitar and reading books. That's it.

Interviewer: You have done BA or BSc?

Arun: Sir, I have done BA.

Interviewer: Which was your favorite subject?

Arun: History.

Interviewer: Can you tell me the name of Ashoka's father?

Arun: Sir, I can't remember now. Actually it's been three years having done graduation so don't remember much. I think it was Bindusar.

Interviewer: Are you confident?

Arun: Not so sure.

Interviewer: It's ok. Anyways, do you have any idea what a call center is?

Arun: Sir, Call center is a place where calls are either received or made. There are two types of processes; inbound and outbound. In inbound, we receive a call from customers and in outbound, we make a call to them.

Interviewer: Why do we call customers in outbound processes?

Arun: Sir, It may be for selling our products or for a survey purpose.

Interviewer: And in inbound?

Arun: Sir, we have to handle customer queries in inbound. We have to provide good customer service to the customer.

Interviewer: Do you have any work experience?

Arun: No sir, I am a fresher.

Interviewer: Did you ever try for government jobs?

Arun: Yes sir, I did. I had written the test for Railways and Indian Navy but I couldn't get through.

Interviewer: Do you think call center is a good career option?

Arun: Yes sir. Call center industry is a booming industry. Call centers are providing good salary package, facilities like meals, transport and all. So I think I can grow here.

Interviewer: Can you tell me a disadvantage of working in call centers?

Arun: Shifts are rotational.

Interviewer: But you got to manage!

Arun: yes sir, I know. It's not a problem sir. When I thought to apply in call centers, I convinced myself. I truly believe that one has to sacrifice some or the other thing to achieve something better. And moreover, every job has some pros and cons. I am quite comfortable with shifts.

Interviewer: I like your attitude. See, 5 years ago even I had joined here as an executive like you. So growth opportunities are certainly there, but you got to perform.

Arun: Yes sir.

Interviewer: Well, I think you can do a good job. By the way, where do you stay?

Arun: Sir, I live in Dilshad Colony.

Interviewer: Oh, that's the problem. We don't provide cabs in East Delhi.

Arun: Sir, Do you provide in South Delhi?

Interviewer: Yes we do.

Arun: Sir, I can relocate as my friend is living there. I can share his room.

Interviewer: That's great. Ok Arun, so now you wait outside for the feedback.

Arun: Thank you so much sir. Nice talking to you.

Interviewer: Same here.

Arun: Thank You sir.

Interview – IX

Arpit: May I come in Sir?

Interviewer: Come in.

Arpit: Good Afternoon sir.

Interviewer: Very good afternoon. Have a seat. What is your good name?

Arpit: Sir Arpit.

Interviewer: It's a good name.

Arpit: Thank you sir.

Interviewer: Arpit, how old are you?

Arpit: sir, I am 19.

Interviewer: pretty young.....Anyways, tell me something about yourself young guy?

Arpit: Sir, My name is Arpit Chauhan. I am a graduate.I have got 6 months of work experience working with a private company. My hobby is playing cricket.

Interviewer: How long is the cricket pitch?

Arpit: Sir, it is 22 yards.

Interviewer: That's great. Can you tell me about the position of Gully, cover, extra cover etc?

Arpit: Sir, not much idea of it.

Interviewer: Let me tell you one thing, if you are not sure about something; don't ever raise that topic in an interview. You are a young guy and probably quite new to interviews. Correct?

Arpit: Yes sir.

Interviewer: So be cautious from the next time, okay. Anyways, let's discuss about something else.....What do you understand by customer service?

Arpit: Sir, Customer service is, where you have to handle the customer with care, provide correct information and if the customer turns irate on the call, you have to deal patiently.

Interviewer: If the customer keeps abusing you, then?

Arpit: Well sir, Customer is just like God for business. So if he abuses, we have to politely deal.

Interviewer: Ok, We are going to play extempore now. I'll give you words on which you'll have to speak. You can't stop speaking unless I provide you another word. Keep speaking anything that comes in your mind but not to stop, okay?

Arpit: Ok sir. I'll try my best.

Interviewer: Here we start. Black....

Arpit : Sir, Black is my favorite color. I love to wear black clothes, particularly formal dresses in black color. I like black color mobile, black cars and almost everything I want to have is of black color. Black is a royal color. Black color is....

Interviewer: Mobile....

Arpit: Sir, Mobile is the necessity of today's fast life. Mobile is not only used for calling but also for entertainment. People are opting android & windows mobiles now as they are getting cheaper day by day due to competition among companies. These mobiles are having facilities like music, video, games and lot many other things. Mobile technology is.....

Interviewer: Games....

Arpit: Games are so many but my favorite is cricket. I love playing cricket with my friends. I bat well. I have received plenty of awards in batting such as 50 runs in just 12 balls, fastest hundred in my college, 50s in 3 consecutive matches etc . I am the captain of my team. I have been playing since I was in 6th standard.....

Interviewer: Water.....

Arpit: Water is the most important part of our life. We can't live without water as there is no life if there is no water....

Interviewer: alright, that's it now. It was good Arpit.

Arpit: Thank you sir.

Interviewer: Arpit, I have not much to ask you now. You can go and wait outside for the result.

Arpit: Ok sir. Thank you sir.

Interview – X

Saleem: May I come in ma'am?

Interviewer: Come in. You are Mr Saleem, right?

Saleem: Yes ma'am.

Interviewer: Saleem, please have a seat.

Saleem: Thank you.

Interviewer: Tell me something about yourself?

Saleem: Ma'am, My name is Saleem. I belong to UP. I have passed B.Com. I am a fresher. My father is an Army officer, my mother is a housewife. I've two sisters. Both are studying. My hobby is reading and playing chess.

Interviewer: What kind of books do you read?

Saleem: I prefer reading novels.

Interviewer: Don't you feel, novels are boring?

Saleem: Ma'am, most of the people find it boring but when you picturize the story in your mind and imagine yourself being the part of it, it starts being interesting. Initially when I started reading novels, the same happened with me. Now I really feel reading a novel in spare time.

Interviewer: Explanation is elegant. I'll try someday. Saleem, Tell me one strength and one weakness of yours?

Saleem: Ma'am, My strength is my dedication towards my responsibilities. And my weakness is that I don't have good computer skills but I am working on my weakness. I have joined computer coaching in an institute.

Interviewer: How dedicated are you?

Saleem: Ma'am, Whatever the responsibility I am given by my parents, I try to finish as soon as possible so that there is no delay in my part. Even in school days, whatever the task I received from my teachers, I always finished before the dead line. I rarely delayed.

Interviewer: Okay.....Saleem, give me reasons to hire you?

Saleem: Ma'am, My dedication towards work and positive attitude against adverse circumstances make me productive for a company. I am keen to become a key player of my company in terms of performance and I am confident that I'll live up to your expectations.

Interviewer: Saleem, I love to hear that but saying is not enough, you must apply or else it's just like castles in the air, you see.

Saleem: I agree to you.

Interviewer: Anyways, it was pleasure meeting you. Wait outside for the feedback.

Saleem: Same here Ma'am. Thank you.

Interview – XI

Phone Rings.....Priya picks up the phone....

Interviewer: Hello, Is this Priya?

Priya: Yes this is. Who is this?

Interviewer: Hi Priya, My name is Sadhvi. I am from the HR department of Intellicon BPO. It's a telephonic interview round. Is it convenient time to talk to you?

Priya: Yes ma'am.

Interviewer: Priya, Introduce yourself?

Priya: Ma'am, My name is Priya Khanna. I live in Noida Sec-11. I am a graduate. I graduated in 2010. I am a fresher. In my family, My father is a govt. employee, my mother is a housewife and my elder brother is a businessman. My hobby is cooking.

Interviewer: Priya, tell me something about your brother?

Priya: Ma'am, My brother's name is Rahul. He is 28 years old. He did B.Tech in Mechanical Engineering and then started his own business of making punching machine for batteries. He loves

me a lot. We have very good bonding. He is a good son, a good brother as well as a good husband. He has two children.

Interviewer: What do you understand by “Success”?

Priya: Ma’am I think Success means the attainment of ultimate objectives. When you target something and you accomplish that, you feel satisfied. That satisfaction is called “Success”.

Interviewer: Priya, Do you know about our company?

Priya: Ma’am, to be honest with you I don’t have much idea. I’ve just heard that your company deals in UK outbound sales process.

Interviewer: Where do you stay?

Priya: Ma’am, I live in Laxmi Nagar.

Interviewer: Priya, we are based in Gurgaon. We have 3 sales processes; two are UK and one is US process. We have an inbound process as well but right now, the hiring is only for outbound. Are you comfortable in outbound sales?

Priya: Yes ma’am, I’ve no problems at all. I can work in any campaign at all.

Interviewer: Ok then Priya.....Now you may receive a call for second round anytime within an hour. Good Luck.

Priya: Thank you so much ma’am.

Interview – XII

Sarita: May I come in ma’am?

Interviewer: Come in please.

Sarita: Thank you ma’am.

Interviewer: Please have a seat.

Sarita: Thank you.

Interviewer: Tell me something about yourself?

Sarita: Ma’am, My name is Sarita. I live in Dilshad Colony. I am a Graduation in Social work. My father is a bank manager, my mother is a teacher. I’ve two brothers. Both are working. My hobby is watching movies.

Interviewer: Sarita, which is your favorite movie?

Sarita: Titanic.

Interviewer: Can you narrate the story?

Sarita: Yes ma’am. Titanic is an Oscar winning movie. “Titanic” is the name of a ship, which was sunk in Atlantic Ocean in 1912, which ended the love story of Jack and Rose. They met on the ship and fell in love with each other. Jack was an ordinary guy and Rose was very rich. Story roams around their love. At the end, Jack sacrifices his life to save his love and Rose was among those few who were saved. Story might sound simple but the way they devoted their emotions to each other was extraordinary. Leonardo di caprio played the role of “Jack” and Kate winslet the role of “Rose”. I loved the movie.

Interviewer: I have not watched the movie but the story sounds interesting. I must watch it.

Sarita: Yes ma’am. It is a nice movie. I think you will love it.

Interviewer: Sarita, what do you know about call centers?

Sarita: Ma’am Call center is a centralized station where the customer calls are received to resolve their queries or the calls are made for selling purpose or some sort of survey.

Interviewer: Do you think you will be comfortable working with a call center?

Sarita: Yes ma’am I think so.

Interviewer: Are you comfortable with rotational shifts?

Sarita: No problem.

Interviewer: If I say, you will have to work without salary for first 3 months, will that be okay?

Sarita: Well ma’am, considering my need of money, it would be difficult for me to survive; however, if this is as per the company policy, then I’ll have to manage somehow.

Interviewer: Your response is elegant. Nice talking to you. Please wait outside for the feedback.

Sarita: Thank you so much ma’am.