

***BELLSOUTH***

**Service Consultant (SC)  
Behavioral Event Interview (BEI)**

**STUDY GUIDE**

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# BELLSOUTH SC INTERVIEW

The SC BEI is a behavioral interview designed to assess various skills relevant to the SC job.

## WHAT IS A BEHAVIORAL INTERVIEW?

As part of BellSouth's hiring process, you will participate in what is called a behavioral interview. A behavioral interview is a structured interview that is used to collect information about past behavior. Because past performance is a predictor of future behavior, a behavioral interview attempts to uncover your past performance by asking open-ended questions. Each question helps the interviewer learn about your past performance in a skill area that is critical to success in the position for which you are interviewing. The interview will be conducted face-to-face.

## USING THE STAR TECHNIQUE

In a behavioral interview, the interviewer will ask questions about your past experiences. A useful way to prepare for this style of questioning is to use the STAR technique. The STAR technique is a way to frame the answers to each question in an organized manner that will give the interviewer the most information about your past experience. As you prepare to answer each question, consider organizing your response by answering each of the following components of the STAR technique:

What was the **S**ituation in which you were involved?

What was the **T**ask you needed to accomplish?

What **A**ction(s) did you take?

What **R**esults did you achieve?

## PREPARATION TIPS

What's the best way to stay relaxed and calm during an interview? *Be prepared.* Here are some tips:

- Research the business unit or department.
  - Become familiar with the products, services, structure, competitors, reputation, and any recent significant changes.
  - Review the job description to understand the skills required.
- Do "research" on yourself as well.
  - Know why you want the job.
  - Review your resume.
  - Identify transferable skills, key accomplishments, work style, and personal and professional strengths. Remind yourself of specific experiences that exemplify these skills and strengths.
  - Be able to express the unique marketable skills you have to offer.
- Prepare a list of four or five questions about the department or position.
- Get a good night's rest.
- Know the exact place and time of the meeting.
- Allow plenty of time to get to the interview and plan to arrive early.

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## **INTERVIEW TIPS**

- Listen carefully, and feel free to ask for clarification before answering a question.
- Take a moment to formulate your answers before you speak.
- Project energy and enthusiasm.
- Be honest while focusing on communicating your professional achievements.
- Be polite to everyone you meet at the interview.
- Do not chew gum, swear, or use slang.
- Thank the interviewer for their time. Within a day, send a written thank you note via e-mail or regular mail.
- If the interview is face-to-face:
  - Look your professional best.
  - Be conservative in your use of fragrance, cosmetics, and jewelry.
  - Make eye contact with the interviewer.

## **SAMPLE BEHAVIORAL QUESTIONS**

Need more help? Here's a list of some sample behavioral interview questions\*:

- Please give me an example of a time when you had to come up with an alternative solution to a problem in a specific work situation.
- Describe a time when you had to use logic and good judgment to solve a problem.

## **Assessment Rating**

You will be notified of your performance on the SC Interview shortly after interviewing. SC Interview ratings are good for one year, unless test standards change. Test standards are periodically updated to reflect current abilities and skills required for our jobs. Therefore, it may be necessary to meet new test standards, should they be introduced prior to your placement in the job.

## **Retesting**

If you do not qualify on the SC Interview, you are eligible to be retested, at your request, in 12 months.

*\*Please note that questions included in this interview guide are not used in BellSouth's interview process. Doing well on the sample questions does not guarantee successful performance in any portion of BellSouth's interview process.*

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# BELLSOUTH

## COMPETENCIES REQUIRED FOR SC INTERVIEW

There are several dimensions measured in the SC Interview. The successful service consultant will be proficient in most, if not all of these dimensions. The following is the profile of a successful candidate:

<b>SC INTERVIEW DIMENSIONS</b>	
<b>1. Technology Application/Utilization:</b> <ul style="list-style-type: none"><li>▪ Possess skills and knowledge common to the communications industry</li><li>▪ Reflect the ability to grasp new concepts</li><li>▪ Demonstrate skills necessary to implement complex technical solutions</li><li>▪ Apply technical knowledge to solve problems</li></ul>	<b>2. Communication:</b> <ul style="list-style-type: none"><li>▪ Convey information in a manner that is understandable and persuasive</li><li>▪ Be able to identify and remedy situations when the audience has not understood the message</li><li>▪ Be willing and able to repeat or rephrase explanations</li><li>▪ Question and probe others to obtain information or to identify their underlying needs</li></ul>
<b>3. Planning/Organization:</b> <ul style="list-style-type: none"><li>▪ Plan work to maximize efficiency (in time and resources) and minimize downtime</li><li>▪ Recognize priorities and balance conflicting demands</li><li>▪ Identify desired outcomes and determine steps needed to achieve them</li><li>▪ Structure work activities to ensure that work is done efficiently and effectively</li></ul>	<b>4. Problem Solving:</b> <ul style="list-style-type: none"><li>▪ Seek out and collect relevant information to solve problems and achieve goals</li><li>▪ Be able to systematically collect information to aid in making decisions</li><li>▪ Take advantage of available resources</li><li>▪ Be able to gather information and extract relevant data and apply it to a problem in order to develop a solution</li></ul>

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## Service Consultant Interview Developmental Suggestions by Competency

### **Competency: Technology Application/Utilization**

#### **On the Job Activities**

- Focus on gaining experience with various telecommunication products and services.
- Work on gaining a deeper understanding of the technology and processes you currently work with.
- Understand how technology can be used and adapted to meet customer needs.

#### **Training**

- Learn about developments in the telecommunication industry by keeping up-to-date with trade journals.

#### **Books**

1. Derfler, F., Freed, L., & Troller, M. (2004). *How Networks Work*. Que.
2. Zaltman, G. (2003). *How Customers Think: Essential Insights Into the Mind of the Market*. Harvard Business School Press.

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## Service Consultant Interview Developmental Suggestions by Competency

### **Competency: Communication**

#### **On the Job Activities**

- When trying to orally communicate an idea, think through the main idea you are trying to express, and then state the idea in a clear, concise statement, and try to demonstrate a strong sense of purpose.
- Before speaking to others about a topic, take a moment to list possible points that may come up during the conversation and decide how you will respond to each, with a focus on achieving results.
- Role play with colleagues or other friends/family about how you would talk to a tough customer.

#### **Training**

- Attend a course on identifying common barriers to communication offered through your local high school or community college.
- **For current BellSouth Employees:** Attend the “Listen Up” (CT116) correspondence course offered through PARTNERSHIP.

#### **Books**

1. O’Conner, P.T. (2004). *Woe Is I: The Grammarphobe's Guide to Better English in Plain English*. Penguin Group.
2. McKay, M., Davis, M., & Fanning, P. (1995). *Messages: The Communication Skills Book*. Oakland, CA: New Harbinger Press.
3. Richardson, L. (1997). *Stop Telling, Start Selling: How to use customer focused dialogue to close calls*. McGraw Hill.
4. Gitomer, J. (2004). *The Little Red Book of Selling: 12.5 Principles of Sales Greatness*. Bard Press.
5. Woodhall, M. K. (1993). *How to Think on Your Feet*. New York: Warner Books.

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## Service Consultant Interview Developmental Suggestions by Competency

### Competency: Planning and Organization

#### On the Job Activities

- Practice planning ahead and responding to change in projects you are currently working on.
- Analyze your working patterns to identify any planning /organizational changes that could help you work more efficiently.
- Seek assignments that give you a chance to take on additional planning responsibility.

#### Training

- Attend a time-management course offered through your local high school or community college. This will help you create a realistic, but achievable schedule for achieving your goals.

#### Books

1. Morgenstern, J. (2004). Organizing from the inside out: The Foolproof System for Organizing your home, your office and your life. Owl Books.
2. Covey, S. (1990). The Seven Habits of Highly Effective People. Free Press.
3. Petty, J. (2001). Priorities: Mastering Time Management. P&R Publishing.
4. Goman, C. K. (1993). Adapting to Change: Making it Work for You. Crisp Publication.

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## Service Consultant Interview Developmental Suggestions by Competency

### Competency: Problem Solving

#### On the Job Activities

- When faced with a problem, look for several alternative solutions in which you can resolve an issue or problem rather than focusing on a single answer.
- Discuss the problems you faced with other employees and supervisors to obtain different views on ways to resolve issues.
- Learn to identify the main issues that will lead to successful resolution of the problem. Learn to focus your energy on those major issues.

#### Training

- **For current BellSouth Employees:** Attend the “Critical Thinking for the Working Student” (CT217) correspondence course offered through PARTNERSHIP.
- **For current BellSouth Employees:** Attend the “Reasoning Skills” (CT216) correspondence course offered through PARTNERSHIP.

#### Books

1. Treffinger, D. J., Isaksen, S. G. and Dorval, K. B. (2000). Creative Problem Solving: An introduction. Prufrock Press.