

# **THE TRAVEL AND TOURISM BUSINESS TOOLKIT**

**LESSON 6**



# **WHAT ARE THE VARIED INTERVIEW/RECRUITMENT METHODS?**

# THE TELEPHONE INTERVIEW

- Telephone interviews are very valuable because they speed up the interview process and reduce the time it takes to interview candidates, whilst eliminating your weaker candidates earlier on.
- A face-to-face interview will take up your time as well as your candidate's, so having a quick chat to assess whether or not they're suitable, before meeting up, will benefit both of you.
- A resume only tells part of the who the candidate is; upon hearing the candidate's tone of voice and assessing their direct answers will provide a much more detailed insight into their personality.

# THE TELEPHONE INTERVIEW

- This type of interview method is suitable for the following reasons:
- If there are a number of CVs and you need to cut down your potential candidate list.
- You don't have a lot of time on your hands.
- The job that's on offer requires great telephone communication.
- You want to make your interview process as efficient as possible.

# THE VIDEO INTERVIEW.

- Video interviews (Skype, Google Hangouts, FaceTime) is another alternative to telephone interviews.
- The fact that you can actually see each other adds a certain level of importance and professionalism to the 'call' and removes distractions for either party to multi-task or lose focus.

# THE VIDEO INTERVIEW.

- This type of interview method is suitable for the following reasons:
- If there are a number of CVs and you need to cut down your potential candidate list.
- You don't have a lot of time on your hands.
- You have long-distance candidates to speak to.

# THE PANEL INTERVIEW.

- Panel interviews are the same as individual, face-to-face interviews, but with two or more interviewers in the room.
- The main advantage of panel interviewing is that it excludes any personal biases that might filter into the assessment process.
- Each interviewer will pick up on different characteristics, strengths and weaknesses and together (hopefully) make a much fairer judgement.

# THE PANEL INTERVIEW

- This type of interview method is suitable for the following reasons:
  - There are multiple people who need to meet the candidate before a decision is made.
  - The primary interviewer isn't experienced.
  - You've reached a fairly late stage of the process.
  - You're interviewing for a senior role and need to involve a number of decision makers.



# THE PANEL INTERVIEW

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- You have a number of CVs and you need to cut down your potential candidate list.
- You don't have a lot of time on your hands.
- You have long-distance candidates to speak to.

# ASSESSMENT DAYS/RECRUITMENT DRIVES

- Assessment “days” can be used to assess larger groups of interviewees at the same time, for a range of different skills.
- This is most common amongst graduate employers, they are a great way to evaluate candidates in more detail, for a longer period of time.
- If a large group of applicants and the office space is too small assessment centers may be utilized.

# ASSESSMENT DAYS/RECRUITMENT DRIVES

- This type of interview method is suitable for the following reasons:
- Certain skills are essential for successful completion of the role.
- You're hiring graduates who've had no previous work experience.
- You want to quickly assess large numbers of candidates in a team environment.

# GROUP INTERVIEWS

- Group interviews are used a lot less regularly than the other interview techniques.
- A group interview can be conducted in two ways:-
- Ask exactly the same questions that you would ask in an individual interview, openly, to the whole group, allowing candidates the chance to compete to impress.
- carry out an assessment day, with brief introductions, leading into group tasks and activities.

# GROUP INTERVIEWS

- This type of interview method is suitable for the following reasons:
- • Teamwork is an essential prerequisite to the role.
- • You want to assess how candidates cope with stress and in a highly competitive situation.
- • You've had a lot of interest and need to cull the weaker candidates.

# INDIVIDUAL (FACE-TO-FACE) INTERVIEWS.

- Individual, face-to-face interviews are by far the most popular and efficient form of assessment.
- Allowing you to get up close and personal with each candidate while keeping an eye on their body language is far more effective than any other interviewing format.

# PERFORMANCE MANAGEMENT

- <https://www.thebalancecareers.com/performance-management-1918226>

# WHAT IS TRAINING

- Training is basically a systematic procedure for transferring technical know-how to the employees so as to increase their knowledge and skills for doing particular jobs.
- Training usually involves teaching operational or technical employees how to do their jobs more effectively and/or efficiently.
- Training is a process of teaching a new employees the basic skills to perform their jobs



# WHAT IS DEVELOPMENT

- Development is a process of preparing employees for future position and improve their personal skills to handle the critical situations in an organization.
- Development is generally aimed at helping managers better understand and solve problems, make decisions, and capitalize on opportunities.  
Development is often considered a HR function.

# SUCCESSION PLANNING

- <https://www.thebalancecareers.com/succession-planning-1918267>

# REFERENCES

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**THE END**