

## Interview Questions/ Notes

You are interviewing them to see if they are worth a paid trial for a week's work experience.

Note: Everybody remembers their first interview like their first date. It is a great opportunity to provide insight into the operation of your organisation while the candidate is keen to learn and impress.

1) Ensure you have explained on the office tour:

- The staff only website which explains all policies and procedures.
- REACH database – our unique in house developed software

2) Speak about the 4 divisions

- Property management – Jeff
- Leasing – Matt
- Administration – Chelsea
- New Business – Erin T

3) QUESTION: What did you learn on the office tour?

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4) What did you notice about the team?

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5) The culture of Prorentals is that they are hard working and career orientated. QUESTION: Are you a hard worker?" "Are you a clock watcher?" – You determine your own success.

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Note: you are interviewing them!

6) Highlight the **career flyer** in the Navigate Magazine.

7) QUESTION: Please tell me about your real estate experiences. Note: Dig really hard. Have you been a tenant before? Have any family members worked in real estate? Tell me about your experience of looking for a property? What happened when you moved out? Did you get your bond back? What did you like about the service from your agent? What do you feel could be improved?

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8) QUESTION: Why do you want to work in real estate?

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9) QUESTION: What makes a good property manager?

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10) QUESTION: Where are you with your REIQ? Do you have your real estate license? What are the requirements to obtain a real estate licence?

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Note: Do you like the person you are interviewing?

11) QUESTION: How do you handle taking directions, orders and authority from your employer? Please provide an example?

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12) Outline that this job can be seen as a four year apprenticeship to learn the skills of being a real estate agent.

13) Dig into their past. QUESTION: When did you finish school? What have you done since?

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14) QUESTION: Describe what you did in previous jobs?

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15) QUESTION: Please advise what you have learned the most in your previous jobs?

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16) QUESTION: If I range your previous employer what would they tell me about your attendance?

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Note: Do they look you in the eye?

17) QUESTION: Are you a person of your word? Please give an example?

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18) QUESTION: Please provide an example of "How you are a responsible person?"

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19) QUESTION: Please provide an example of a stressful issue have had to deal with in your previous employment? And what you did to resolve it?

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21) QUESTION: What things have your learnt in your previous roles that you think may apply in this role?

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22) QUESTION: Do you have any future holidays booked?

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23) Explain the demands of peak season.

24) If they are female, are they concerned about their own security and what examples can they give where they have been conscious about this?

25) QUESTION: What are your living circumstances?

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26) QUESTION: What sort of car do you have? What year? What is your driving record like? What is your driving record like? Have you lost your licence in the past or are you at risk of losing your licence in the future?

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27) QUESTION: What do you do to keep fit and active?

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28) QUESTION: How do you feel about out of office work? Going to a property with waist high grass, or dirty toilets?

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29) Do they fit the criteria

- From rural area
- Retail or hospitality background
- Previously done weekend work
- Young
- Looking for a career
- Keen and enthusiastic
- Honest
- Wants to own their own property – goals
- Each person who has worked here for two years owns their own property. Average age is approx 24.

30) ROLE PLAY: Firstly outline the scenario of actioning a role play. Always ask the interviewee if there is any more information they need to know.

**Scenario 1 - arrears:** I am going to be the tenant and you are going to be the property manager. Here as an arrears list which highlights the tenants who are behind in the rent, since you are the property manager, your role is to phone me, as the tenant and ask me to pay the rent.

Arrears Calls – Remember to reply with responses such as the following:

- I think I paid that last week
- Can you check your system?

- Maybe my housemate Tony paid it?
- My oven hasn't been fixed yet, why don't you fix that before hassling me about my rent?

**Scenario 2- bond refund:** I am going to be the tenant and you are going to be the property manager. The tenant has resided at the property for three years and paid the rent on time every single time. They have returned the keys after moving out and they have had the carpets cleaned and provided a receipt. The place is very, very clean except for the bugs in the window tracks and the bugs in the light fittings. Your role is to phone me, as the tenant, and ask me to attend to those items.

Bond refund – Remember to reply with responses such as the following: Make them squirm

- I paid rent on time for the entire tenancy, why are you being so trivial about this?
- There was no CR when I moved in
- The place was filthy when I moved in, I have left it in better condition now. I've done you a favour.
- You guys were so slack during the tenancy and now you want me to clean bugs!
- This is a joke.
- I want to speak to your boss.

**Scenario 3- New business:** You are the new business prospector and I am the owner of an investment property who is seeking tenants by placing an advertisement in the courier mail. Read this ad and then call the owner and ask them to use your services.