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Just like candidates, the interviewer must be prepared for an interview to evaluate candidates' skills effectively and promote their company brand.

# Interview strategy

First of all, analyze job description deeply to know which particular skills are most significant and should be evaluated during the interview, by keeping in mind candidates' skills, experience, expertise, and caliber. Finally, prepare a questionnaire according to these job specifications and requirements the company needs.

## Interview for the post of pharmacist

We are hiring a qualified Pharmacist for customers assistance who have an understanding of indications and then either refer patients to a suitable doctor or provide them instant treatment. For a successful Pharmacists, one must know all latest research in pharmaceutical science, able to manage IT system related to products, stock, and prescriptions, must know detailed information about product necessities related to sales and purchase, consultations with the administration to facilitate customers about companies’ policies (White & Klinner, 2012).

The interview must be at 11 am sharp, the candidate must be there on time. The interview will be conducted in the conference room of our company’s head office. The interview would be taken by a panel of higher executives, senior pharmacists, and HR personals. As far as myself is concerned, I will choose a panel interview for hiring, as it is the best option for testing new personnel for our company (Phillips, 2009). Panel interviews/tests comprise of more persons from management, HR, and technical departments can evaluate a perfect skilled person by analyzing his management skills, personal skills, and technical skills, respectively (Thompson, Nuffer, & Brown, 2012).

First of all, ask basic questions related to candidate’s biodata. The questions might be, tell a little about yourself and your background? Or why you are interested in this position? Furthermore, we can ask these situational questions from a participant:

1. If a patient has to wait for his prescription, he gets frustrated, how you will manage this situation?
2. If one of your helping technicians is not properly treating customers and they are complaining. How will you handle this situation?
3. How would you handle if a customer asks about the medicine you never heard it before?
4. If you saw a colleague stealing some medicine, what you will do?

We can ask some questions related to the behavior of applicant:

1. At times, a huge number of patients come; you are unable to give them quality services. How will you prioritize your services according to patient needs?
2. What is the most significant business feature of being a pharmacist?
3. Have you ever worked with someone whose personality was dissimilar from yours?
4. Do you like working directly with patients or clients, which one is easier?

Moreover, we can ask him some typical questions, like what is your salary expectations? What are your flexible timing hours of work? And many more.

## Interview for the post of cashier

We are looking for a well-organized, considerate, and skilled Cashier who has outstanding customer service abilities. The cashier will ensure prices and quantities of products are accurate, issue receipts, maintain records using IT techniques, accept payments, answer inquiries, provide helpful information to customers about products, maintains payable/receivable ledgers, and respond to complaints.

The interview must be at 9 am sharp and make sure that the candidate will be there on time. The interview will be scheduled in the manager room of our company. The interview will be taken with Sr. accountant of the company on a one-to-one basis. In my opinion, it is a perfect way to extract a skilled person by one-on-one method as it tells detailed data and understanding of the candidate, by clearly analyzing his body language and expressions, and lengthy time spent with him (Camp, Vielhaber, & Simonetti, 2002). Following situational questions can be asked from candidates:

1. What would be your reaction if a customer is not satisfied with your service quality?
2. If you made a mistake in billing of a person, how would you deal with this situation?
3. If your customer care system gets down due to some technical issues, how will you manage all manually?
4. If a manager asked you to change method of your job performance, even if you are giving your 100%, what would you do?

The following behavioral questions the interviewer may ask:

1. How can you provide excellent customer services?
2. Describe your past experience in cash-handling?
3. Do you believe in individual or teamwork, which is better in terms of performance?
4. How much integrity is important in your position as a cashier?

Overall, a company can do effective hiring by using [operative screening techniques](https://hiring.monster.com/employer-resources/recruiting-strategies/interviewing-candidates/conducting-an-interview/), applying accurate tools to the job, asking considerate [questions](https://hiring.monster.com/employer-resources/recruiting-strategies/interviewing-candidates/best-interview-questions/), and well-organized meetings with the candidate.

# References

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