

# Telesales Lady Job Interview Questions And Answers



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## Telesales Lady Interview Questions And Answers Guide.

### Question - 1:

Please explain is Unwanted Telemarketing A Crime?

#### Ans:

Yes. Vermont law also imposes criminal penalties on telemarketers who call a Vermont telephone number without having first registered with the Vermont Secretary of State, unless the company is a federally-regulated financial institution (e.g. a federal bank), or is already regulated by, or registered or licensed with, one of the following Vermont governmental agencies: Secretary of State, Public Service Board, Department of Banking, Insurance, Securities and Health Care Administration, or Department of Taxes.

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### Question - 2:

Explain who Supplies The Data?

#### Ans:

The client does. This can be bought from people like there are two main reasons for this:

- \* a) some telemarketing companies will add a margin on top and sell you the same data.
- \* b) The data is licensed to you and not the telemarketing company. No telemarketing company I know holds data in house of specific data.

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### Question - 3:

Please explain how Do You Think Telemarketing Can Be Made More Effective?

#### Ans:

To make telemarketing more efficient every call should be planned with an objective in mind. The opening statements made by the telecaller should be made interesting to grab interest. It is the contribution of each tele-caller that makes telemarketing successful and thus each tele-caller should be motivated enough to make a deal and be clear with his objective. The objection for tele callers in the sector are easy to crack and thus a response to each should be prepared in advance to cross the hurdle and make sale.

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### Question - 4:

Tell us how Will Campaign Results Be Reported?

#### Ans:

On a daily basis, we will split the data into several sections. The main section will remain as it is, but we will copy and paste things like, Appointments, Short Term Leads, Long Term Leads, Info requests, and client to deal with, into separate sections for easy access. Normally done in Excel.

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### Question - 5:

Can you tell us what Issues Can Rise From Paying Per Appointment?

#### Ans:

Here are a list of problems which are associated with paying per appointment:

- \* 1. Poor quality.
- \* 2. Rate of conversion is low.
- \* 3. Requirements for more meetings is not solved.
- \* 4. High competition.
- \* 5. Suppliers face a lot of problems.
- \* 6. Quality is deteriorated by quantity.

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### Question - 6:

Please explain what If People Want Info?



**Ans:**

This can happen a lot, and it is not just a palm off, you get to recognise which are genuinely interested and which are timewasters simply by asking a few questions before you end the call, many of the products we promote are things that people will not hand a creditcard over for, they tend to be in the thousands of pounds and therefore take consideration before making a decision. Always have something you can send that will add favour to a potential client.

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**Question - 7:**

Can you explain what Should Be The Priority In Telemarketing According To You?

**Ans:**

According to me customers should be the priority, if they do not buy we can not sell and thus they should be the foremost priority. The whole marketing sector runs due to end consumer so it should be our responsibility to make sure we have our customers satisfied and deliver what they expect from us. This can be only achieved if every individual from a telecaller to the ceo takes up the responsibility of delivering to the customer and works on their part the right way. If this little bit is done then telemarketing can be made more effective, easy and set to the right perspective.

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**Question - 8:**

Can you please explain what Are The Common Telemarketing Fraud?

**Ans:**

Following are the common telemarketing fraud:

- \* 1. Charity purpose.
- \* 2. Asking for advance payment or fee.
- \* 3. Fraud by over capturing increased payments.
- \* 4. Bank related frauds.
- \* 5. Lottery
- \* 6. False representation of office supplies.
- \* 7. False verification calls.

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**Question - 9:**

Explain how Does The Telezapper Zap Telemarketers?

**Ans:**

The TeZapper uses the technology of telemarketers' automatic dialing equipment against them. When you or your answering machine picks up a call, the TeZapper emits a special tone that "fools" the computer into thinking your number is disconnected. Instead of connecting you to a salesperson, the computer stores your number as disconnected in its database. Over time, as your number is removed from more and more databases, you'll see a dramatic decrease in the number of annoying telemarketing calls you receive.

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**Question - 10:**

Tell us how Do Telemarketing Calls Work?

**Ans:**

There are several hundred telemarketing call centers around the world., with the majority of telemarketing calls being dialed by a computer known as an auto dialer or predictive dialer. Predictive dialers can dial 3-5 numbers simultaneously and can make as many as 500,000 calls between 8 a.m. and 9 p.m. When you answer your phone, the computer connects you to a live telemarketer who tries to sell you something. If you are not home or if the computer gets your answering machine, your number will be put back in the database to be called again later.

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**Question - 11:**

Please explain how Much Time Do You Need To Put Together A Campaign?

**Ans:**

One working week, so we can prepare the data, brief the telemarketer and make sure everything is in place to start.

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**Question - 12:**

Please explain what Is Deceptive Telemarketing And How Can It Be Avoided?

**Ans:**

Telemarketing is termed deceptive when misleading information of product is conveyed to attract customers.

Deceptive telemarketing can be avoided by taking the following measures :

- \* No telemarketer should represent a product with false or misleading information.
- \* Lottery, chance and skill based offers should not be offered where :
- \* Delivery of prize is conditional and is not conveyed at beginning.
- \* Information about the prize is incorrect.
- \* Offering products at no cost or less price when based on terms and conditions not specified before purchase should not be carried out.
- \* Selling products at a very high rate.

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**Question - 13:**

Explain me are All Telemarketing Calls Prohibited?



**Ans:**

Certain calls are not covered by the federal registration law, including calls from political organizations, charities, telephone surveyors, and companies from which you have bought something or received a delivery in the past 18 months.

If you do not want to get calls from companies that fall into any of these groups, tell the company or charity to put your phone number on their own "Do Not Call" list. Every company and charity is obliged to keep such a list.

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**Question - 14:**

Tell us how Will A Typical Campaign Run?

**Ans:**

Before a single call is made everything must be agreed by both parties, from qualification process to what is being said, communication throughout the campaign is paramount, if things are not going to plan you have to choices,

a) moan about it and blame the telemarketing company your working with.

b) work with them to find out what is going wrong, is it a bad time of year, is it that people do not really understand the product//service. There is always an answer for any campaign going wrong, you just need to find the right angle.

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**Question - 15:**

Please explain do You Use An Auto Dialer?

**Ans:**

We do not use an auto dialer. To provide the highest quality program possible for our clients, we need to have solid discussions with qualified prospects not volumes of calls with mechanically read scripts. We do constantly look at technology to make sure we are using every tool possible to achieve this level of service.

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**Question - 16:**

Please explain what Amount Of Time Is Needed For A Telemarketing Campaign?

**Ans:**

I would suggest 20 days, although we do do 10 days as a minimum, this gives us the opportunity to not only get leads from those on the phone there and then but also deal with call backs and further info requests that may take time to convert, any less than this and you will not be giving yourself the opportunity for it to succeed.

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**Question - 17:**

Do you know what Are Good Telephone Etiquettes?

**Ans:**

When attending a client or customer on phone some basic telephone etiquettes should be followed.

Following are telephone etiquettes that should be followed by a tele caller :

- \* 1. Be quick in answering the phone.
- \* 2. Always make sure that the customer is greeted well.
- \* 3. When putting a line on hold take permission prior to it from the customer on the other end.
- \* 4. When transferring a call make sure you do it the right way and make it polite.
- \* 5. At the end of a call make sure that the customer is satisfied and does not have any query or doubt in mind.

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**Question - 18:**

Can you please explain what motivates you to sell?

**Ans:**

This question sets the stage for highlighting your positive attributes as a sales rep. But when put on the spot, it can be hard to elaborate on exactly what motivates you. Don't give a generic or vague response. This is a personal question, so you'll want to dig deep and answer this.

Use this question as an opportunity to provide insight into your character. Are you motivated by goals, pleasing your employer, or being among the highest performing sales reps? This lets your interviewer know whether you'll be a good fit in the company and how to motivate you if you're offered the job.

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**Question - 19:**

Can you explain what Are The Different Categories And Sub-categories Of Telemarketing?

**Ans:**

Marketing can be broadly classified into two categories:

- \* 1. B2B - business to business
- \* 2. B2C - business to customer

The categories can be further classified into four categories based on the process carried out which are :

Generating lead - Process of identifying a potential customer to make sale.

Sales - Selling out products

Outbound - Calls are made to the customers.

Inbound - Calls are received from the customer.

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**Question - 20:**

Tell us how Does My Number Get On Telemarketing Lists?

**Ans:**

You can get on telemarketing lists in many ways:

- \* By having a listed telephone number.
- \* Through a reverse phone book organized by neighborhood.
- \* When you dial an 800 number that uses an Automatic Number Identification system (ANI) to record your number
- \* Via credit information services, such as Equifax, etc.
- \* By ordering products or services from direct marketers or catalogs, whether you order through the mail, from web sites, or via 800 numbers.
- \* By printing or including your telephone number on your personal checks.
- \* Even by simply paying your monthly bills.

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**Question - 21:**

General Job Interview Questions as Telesales Lady:

**Ans:**

- \* What is your experience in sales/customer service?
- \* What telecom technologies have you used in the past?
- \* In telemarketing you don't have the benefit of face-to-face contact. How can you fill this gap?
- \* Have you worked with quotas? Did you manage to meet them?
- \* What is the difference between B2B and B2C? How does each concept change how you approach a prospect?
- \* How do you engage the prospect's attention?
- \* What do you have to say when answering a call?
- \* What factors, in your opinion, are more likely to close a deal?
- \* How do you deal with rejection?
- \* What do you know of our company's products?

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**Question - 22:**

Basic Job Interview Questions as Telesales Lady:

**Ans:**

- \* Here is a script that can be used during a call. What do you like about it and what would you change?
- \* Choose one of our products and sell it to me
- \* If you needed to put a prospect on hold, what would you do to avoid upsetting them?
- \* Walk me through a call assuming the prospect is moderately interested

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**Question - 23:**

Fresh Job Interview Questions as Telesales Lady:

**Ans:**

- \* Sometimes telesales reps are faced with suspiciousness. How do you overcome this barrier?
- \* Have you ever had to deal with an aggressive prospect? How did you handle it?
- \* What was the most successful sale you made in your previous job?
- \* Have you ever implemented a change that resulted in higher sales?
- \* Have you ever made a mistake during a call? What did you learn?
- \* Have you ever had to call someone more than once to make a sale?

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**Question - 24:**

Tell us what Will You Do When A Customer Needs To Be Put On Hold But Is Not Agreeing To It?

**Ans:**

Many times the customer on the end line objects to be put on hold as he fears to be kept long on hold, in such situations following tips can be helpful :

- \* 1. Request the customer that it is important that he is put on hold. Make sure this is conveyed in a very polite way.
- \* 2. Clear out the objective due to which the line needs to be put on hold.
- \* 3. If the customer is very persistent on being on line as a co employee to retrieve the information that requires you to put the line on hold. During this be on line and keep the customer attended.
- \* 4. You can also ask the customer to disconnect the line for now and that you will give him a call back.

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**Question - 25:**

Tell me what Are The Factors That Contribute To Projecting A Positive Image Of Yourself To The Customer?

**Ans:**

In the telemarketing industry it is critical that you know how to use your voice and choose your words to project a positive image while placing or taking a call.

Factors that impact image over the telephone are:

- \* Vocal quality
- \* Vocal tone
- \* Rate of speech
- \* Pitch of the tone
- \* Attitude
- \* Body language
- \* Use of appropriate words

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**Question - 26:**

Tell us why Buy A Telezapper Instead Of Letting My Answering Machine Or Caller Id Screen Telemarketing Calls?

**Ans:**

The TeleZapper is the only product that emits a signal that "tells" predictive dialer computers your number is disconnected. Unlike answering machines or caller ID, once the TeleZapper's tone is emitted, your number is removed from the computer's call list. So, as time passes, you'll receive fewer and fewer annoying telemarketing calls. If the computer gets your answering machine, your number is put back into the database to be called again and again ... and again. Most telemarketing calls show up on Caller ID as "out of area" or "private". But since many callers are identified in these ways, it's difficult to know who's calling and whether or not you want to pick up the phone. The TeleZapper really is a better solution to keep telemarketers out!

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**Question - 27:**

Tell us can you list Some Of The Effective Listening Strategies That Would Be Helpful In The Telemarketing Industry.?

**Ans:**

For survival in the telemarketing industry it is extremely essential that one possesses or acquires the ability to effectively listen and comprehend. Some of the effective listening strategies are as follows:

- \* Understanding yourself
- \* Being yourself
- \* Never losing the personal touch
- \* Your attitude
- \* Be willing to listen
- \* Setting personal goals
- \* Being motivated
- \* Listening actively
- \* Paying attention
- \* Asking questions
- \* Sending appropriate feedback.

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**Question - 28:**

Please explain do You Think Unwanted Marketing Should Be A Crime?

**Ans:**

Unwanted marketing is a crime by the law but one can opt out of it by filing a petition or a request in court. Only some firms are exempted from this law. To avoid unwanted marketing one can file a request in the court to be in the list of numbers which are not to be called by telemarketing firms.

I personally think that one should not barge into somebody's private space causing any form of inconvenience to the end user. Telemarketing should be handled more responsibly to avoid such situations and maintain standards of marketing and not degrade them.

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**Question - 29:**

Explain me why did you leave your last job as Telesales Lady?

**Ans:**

This is a tricky question. Thoughtfully explaining why you left your last job will tell the employer a lot about your personality. You've likely left, or are thinking about leaving, your last sales job because it wasn't a good fit or because you didn't like the work environment, the pay, or management. Though they may be truthful answers, all of these reasons carry a negative connotation and will pull down the mood of the interview. First, state something positive about your last job. Maybe you learned a lot or enjoyed the people you worked with. Then, shift the focus of why you left by talking about what you're looking for in your next job that your past job didn't have. This might be more responsibility, relocation, or a different company culture. This will present your past work experience in a positive light and compliment the position for which you're interviewing.

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**Question - 30:**

Tell us how Large Is Marketing Connections?

**Ans:**

By design, Marketing Connections maintains a call center operation consisting of 75 workstations with room for controlled expansion.

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**Question - 31:**

Explain me how Do The Results Of Telemarketing Compare With Mail Shots?

**Ans:**

Mail shots are a cheap way of achieving few results. Usually about a 1-3% response is achieved in any area where mail shots are used. Often, mail shots are not seen by the real decision maker. Compare this to Telemarketing or mail shot that is followed with Telemarketing and which focuses on the decision maker. This ensures that a response is achieved from each call and produces positive results ranging from 15-50% in many projects, depending on the product or service.

If these result percentages are compared financially, telemarketing achieves the best returns on investment when used to promote the right products or services.

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**Question - 32:**

Explain me how Do I Know When I Have Zapped Someone?

**Ans:**

If you answer your telephone and there's no one there, the odds are that you just "zapped" a telemarketer. After a few weeks, you'll notice that you are receiving fewer



and fewer of these calls.

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### Question - 33:

Explain me what Will Be Said On The Phone?

#### Ans:

After some initial consultation with the client we will come up with a script. The reason for this is synergy! This way the client knows what we are saying and they are happy with the anthesis we are putting onto certain areas of the conversation, that the qualification questions we are asking are correct, and through calling we will make minor changes depending on what response we are receiving.

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### Question - 34:

Tell me do you know who Will Make The Calls?

#### Ans:

Depending on experience we will put out best telemarketer on every job, and they will stay on it until the campaign finish's or a decision is made to move another person on to it depending on level of success both good and bad.

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### Question - 35:

Can you tell us what Are The Characteristics That Distinguish Direct Marketing?

#### Ans:

Following are the characteristics that distinguish direct marketing:

- \* 1. The customers are pre targeted.
- \* 2. Customers are addressed directly.
- \* 3. The response of direct marketing is scalable.
- \* 4. The whole process is action driven.
- \* 5. Independent of business size.

[View All Answers](#)

### Question - 36:

Please explain how Can A Call Be Made Successful?

#### Ans:

Following tips can help in make a call successful :

- \* 1. Make sure the first impression of the call is good as it is very important for the rest of the call.
- \* 2. Be professional yet courteous.
- \* 3. It is very important to be a dedicated to a call, the opposite can be sensed very easily on a call.
- \* 4. Clear the objective of the call before you make one.
- \* 5. At times it is important not to sell over the phone instead connect with the customer and make the deal in the business place.

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### Question - 37:

Can you explain what Are The Disclosures Required In Telemarketing?

#### Ans:

There are a few disclosures which are must before a person engages in telemarketing. Listed below are a list of things that need to be disclosed.

- \* 1. Disclosure of identity on behalf of which the call is made at the starting of the call in a polite and fair manner.
- \* 2. There should be a proper description of the product or business being put forward.
- \* 3. The price and terms and conditions related to the product should be made very clear.
- \* 4. Any other information related to the product prescribed should be conveyed.

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### Question - 38:

Tell us what Do You Understand By B2b, B2c And B2g?

#### Ans:

B2B stands for business to business which describes commercial transactions between businesses such as between a web development firm and a reseller. Such transactions are big in volume and thus b2b is flourishing today the most.

B2C stands for business to consumer and describes transaction between business and consumer. It can be best explained by defining retail in which tangible goods are sold from stores or fixed location directly to the consumer.

B2G stands for business to government and is a derivative of B2B and is described as transaction between business and government in which a business entity supplies services or goods to a government sector or firm and can be stated as public sector marketing.

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### Question - 39:

Tell me why do you want to work in sales?

#### Ans:

The biggest mistake you can make when answering this question is to simply say, "Because I like it," or worse, "Because the money is good." This doesn't really tell the interviewer anything they couldn't have obviously guessed-and it certainly doesn't help to set you apart from other candidates.





Successfully answer this tough question by focusing on your sales history. Think back to when your passion first began. Was it because of a summer job? Or maybe it started as early as childhood. Briefly illustrate this passion with real-life examples and include a success story, if possible. Then tie it in to why you still want to work in sales. Employers will take note of this longstanding drive and remember your answer because of your personal story.

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**Question - 40:**

Tell us how Many Calls Will Be Made A Day?

**Ans:**

A good telemarketer will make between 100 and 115 calls a day, depending on the level of decision maker you can Expect between 20 and 45 decision maker contacts a day.

[View All Answers](#)

**Question - 41:**

Tell me what Can I Do If I Continue To Get Unwanted Calls?

**Ans:**

Telemarketing calls made to a number which has been listed on the federal registry for three months, or which are on a company's "Do Not Call" list, violate Vermont law.

If you get a call from a telemarketer that violates Vermont law, you have the right to sue the telemarketer for actual damages or \$500 for a first violation (\$1,000 for each subsequent violation), whichever is greater.

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**Question - 42:**

Explain me what is cold calling?

**Ans:**

Cold calling is the process in which customers are called for business interaction who have not been expecting so.

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**Question - 43:**

Can you explain me what is Auto dialer?

**Ans:**

Telemarketing industries generally use an electronic device or a software to automatically dial phone numbers. These devices and softwares are called autodialers.

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**Question - 44:**

Can you explain me what is Spamming?

**Ans:**

Random bulk messages used for telemarketing purposes are called spam and the process is termed as spamming

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**Question - 45:**

Tell us suppose you Just Called A Customer. What Are The Steps You Will Follow During The Call?

**Ans:**

When making a call to a customer the call should be directed in the following way:

- \* 1. Greet customer politely.
- \* 2. Introduce yourself to the customer.
- \* 3. Make clear the objective of the call
- \* \* Who are you calling?
- \* \* What are you calling for?
- \* 4. Give complete information of the product or business you are promoting.
- \* 5. Make the customer understand how the objective of the call can be beneficial for him/her.
- \* 6. Close the call with a warm end note.

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**Question - 46:**

Please explain what Are The Techniques That Help Build The Trust Of The Caller?

**Ans:**

The following techniques help you build the trust of the customer on the other end of the telephone.

- \* Speak confidently
- \* Take control of the situation
- \* Show genuine interest
- \* Go above and beyond the call of duty

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**Question - 47:**

Can you tell us how Would You Make A Cold Call To Generate A Lead?



**Ans:**

Turning a cold call into lead is not easy but it is not impossible either. If handled with the right motivation and skill a cold call can be changed into a lead. It can actually be put down as the way that cold calls are perceived by the person making the call and the fear of failure.

The key should be to back track for a moment and then offer what you have when you have completely understood what is the landscape of the situation. Always step in with a positive attitude as for this situation it is very important.

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**Question - 48:**

Tell me what's your greatest weakness as Telesales Lady?

**Ans:**

This question is a great opportunity to take a negative and turn it into a positive. It's among the most common interview questions and for that reason, it's also known for evoking some of the most cliché responses. Saying something like, "My biggest weakness is that I never give up on closing a sale," won't come across genuine or honest.

To answer this question, think of a true weakness-you get stressed out easily, or your habit of multitasking can lead to distraction. Then, give specific examples as to how you're making an effort to strengthen these weaknesses. This will show the interviewer that you're honest-and when you recognize a weakness, you know how to take action to fix it.

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