



Interview Prep

10 Best Practices to set you apart from other applicants and highlight your preparedness and professionalism.

1. Show up for your interview on time.
 - **Zoom:** At least 10 minutes prior to your interview time, check the zoom link, assure you can log in without difficulty.
 - **In Person:** Arrive to your interview 10 minutes early.
2. Dress Professionally
3. Always bring a physical copy of your resume and a pen.
4. Highlight your “Humble Confidence.”
 - Confident you will add value and contribute to the Agency’s success.
 - Humble in that you are willing to learn and recognize it is **a lot** to learn. Obtaining your Professional Licensure is by no means an easy task, but it is only a sliver of what you will need to learn.
5. **Be Prepared.** Do some research on the Agent; how long has the Agent been in business, what makes them stand out from the competition?
6. **Customer Service Skills:** Speak to the importance of customer service; treat the clients as if they are your own family members. Insurance is all about meeting your clients’ needs and assuring they are well-protected.
 - Happy Clients = More Clients (Referrals and returning clients)
7. **Rejection:** Not all clients will purchase your product/service, be prepared to speak to how you handle rejection?
 - Not all clients will be happy with services, how do you best calm the ‘unhappy’ client(s)?
8. **Office Culture:** Ask the Agent about the office culture and how he/she thinks you will fit in.
 - **How can YOU add value?** Ask the Agent what they are looking for in a candidate, how can YOU add value to the office?
9. **Sell yourself.** This is a Sales role, display your own sales skills by presenting yourself in the best way possible. Be yourself, be confident in the skills you bring to the table and put them into action once hired.
10. **Quotas:** Chances are you will have quotas you are expected to reach.
 1. Go above and beyond, be exceptional, not mediocre. “Work until you have reached your potential, not just until you have met your quota.

