Dell Recruitment

AGENT NAME:

_____

TESTER:

_____

DATE:

_____

(✓) *Mark off each step upon agents completion*

PROCEDURE: **Correct Greeting:** Thank you for calling **Dell <u>Recruitment</u>** This is [Agent Name]. How may I help you? (agent must use the word 'recruitment')	____
Agent should enquire the following details:	____
o Name & address and spells them back to candidate.	____
o Contact number and date of birth.	____
o Nationality a eligibility to work in Ireland.	____
o Has candidate worked with Dell before?	____
o Has candidate been interviewed by Dell before?	____
o Is Swing or Weekend Shift preferred?	____
o Can candidate travel to Raheen?	____
o Any manufacturing experience?	____
o Is Temporary of Permanent contract preferred?	____
o When can the candidate start?	____
o Where did candidate hear of Dell?	
No interviews available: Agent advises client they will be contacted as soon as we receive an updated interview schedule.	____
Interviews available:	____
Agent informs the candidate of the date & time of interview.	____
Candidate is given directions to the venue and instructed to go through security at EMF1.	____
Agent makes client aware that the interview includes a dexterity test and may last 2 hours.	____
Candidate is told photo I.D. and a curriculum vitae are requisite	____
Correct Closing: Thank you for calling Dell Recruitment and good luck with your interview. If you any further queries we'll be glad to help.	____

KNOWLEDGE: **What is a stamp four?** *(Immigration authorities usually place immigration stamps in passports at a border crossing as part of their immigration control or customs procedures. If the candidate has a stamp four visa then they are eligible to seek full time employment with Dell.* *Citizens of the European Economic Area (the European Union plus Iceland, Liechtenstein, and Norway) enjoy the freedom to travel and work in any European Union country without a visa.)*	____
What is the 'regrets' list? *(This listing is a means of filtering out all unsuccessful candidates who Dell does not wish to employ based on their interview. Never inform the caller if are on this list. Simply take there details and tell them they will contacted if we find a suitable position for them.)*	____
What hours do the shifts entails? *(Swing Shift: Monday to Friday at 8 hours/day or Monday to Thursday at 10 hours/day. The hourly rate including 20% shift allowance is 9.18. The Gross Weekly basic pay is 358.02 euro for 39 hours/week. Friday to Sunday 12 hours/day is paid at an hourly rate of 8.26 including an 8% shift allowance. This totals to 297.43 euro for 36 hours per week. Wages are paid bi weekly.)*	____
What is a dexterity test? *This is a way of examining adroitness in using the hands. Dexterity is a motor skill. This type of coordination is necessary to be an efficient Dell employee.*	____
What are the directions to Dell? *Raheen Industrial Estate is located in the southwest of Limerick city. EMF1 is a red building. The Dell Bus Service is not provided on the weekends.*	____
****SALES ABILITY DOES NOT APPLY ****	

Additional Comments:

Signed by Tester: _____ Date:_____