

- IT9 IND's Checklist for interviews:
 - pretending to be angry customer
 - re-asking some questions from initial phone screening interview to see if candidate has "done more homework"
 - find ways to throw them off of what they prepared, re-asking things to see if they give you the same information has helped a lot
 - a role play scenario that lets you see troubleshooting process, customer interaction, how they interact in a situation that isn't comfortable at all.
 - find an opportunity to correct an applicant to see how they take the feedback. This may be as simple as providing information on a topic that they weren't very strong with or it could be more intrusive by correcting something they seemed sure of but weren't quite right. How someone takes feedback like that is a good indicator of how they will take a fired up customer.
 - what questions do they ask you tells a lot about their interests, goals, and what motivates them. Are they forthcoming about themselves? Can you inquire further about their hobbies? How do they react to your telling them a bit about your hobbies? Do they use that information to relate to you at other points?