



Questioning Technique: Ask Tellers to Rank Themselves

Asking Tellers to quantify their skills can be a powerful interview technique. Ask... "On a scale of one to ten with one being very low and ten very high, what are your math skills?"

Throughout the interview you can then use the same quantifying technique, "Using the same scale as before, how organized are you?" Regardless of what the applicant says, follow up their rating with, "Give me examples of that." Or "Tell me about some of your successes." If the applicant scores low say, "Why so low?" Or, "What would you do differently to rate higher?"

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