

7:30 pm - 4 am

11 am

Sunday - Thursday

Applicant Name: Severity Odell-Morris

Date: 6/25/15

Interviewer: \_\_\_\_\_

651-313-0062

1. How did you hear about Corporate Management Group? Ad? Referral?

X

2. Is that a mobile / Cell phone or lan line? Do you accept text messages?

How about email?

X

3. (+/-) What are your pay expectations? ( Make sure to explain our pay structure )

\$10 or more - ~~offer \$11 - another \$50 at 30 days~~

4. (+/-) What shift(s) do you prefer to work?

\$11.80 - \$25 @ 20+90  
up to \$25.00 when hired

X

5. (+/-) Are you available to work weekends?

X

6. (+/-) How do you plan to get to and from work?

X

7. (+/-) Tell me about what you did at ( Pick a previous position listed on application )?

weekends  
(PT)

Assistant manager at Highland Management (2 days per week)

- Why did you leave that position?  
managed about 10 people
- If relevant - Why were you terminated?

8. (+/-) Have you ever made a mistake while at work?

Didn't scan to corporate, called steps to prevent U.P.

How did you handle it?

slow down, think about all steps.

9. (+/-) Has there been a time when there wasn't any or enough work to do at one of your previous positions?

current job,

What did you do?

find anything, paperwork to file  
constantly trying to find something to do.

10. (+/-) Do you currently have any limitations or restrictions that we should be aware when considering you for a position? If so, What? ( It does not eliminate them from opportunity we want to make the right match )

11. Preparation \_\_\_\_\_

12. Comprehension \_\_\_\_\_

TOMORROW around 12

\* What irritates you about people?

- learned a lot working in call centers
- not personal, dealing with people that are upset.
- show empathy not sympathy
- keep it simple

\* share same vision & goals \*

\* Above & beyond

- showed this person another option
- showed sympathy

\* work wasn't meeting expectations

- APAC - taking too much time in after call
- made a goal to not use any after call
- then got an award for achieving her goal

\* What did she like least at a job.

- Wells Fargo - drained to desk
- taking phone calls all day long - call centers not for her.

\* Strengths

- self motivated: reminders
- outgoing
- very professional
- timely

\* someone pulling their own weight?

- observed the problems & finding a cause
- explained her point of view give suggestions
- took it upon herself to train

\* Improvements

-

\* stressful situations

- kill with kindness
- calm & collected

\* Goals

- Graduate from business management
- working towards the top

Interview 6/25/15 @ 11am

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m

## Serenity Odell-Morris

### Objective

I love to work with people and currently going to school for business management. I wish to have a career that I am working with people and helping people. I feel like I already have great customer service skills and every job I've had so far requires good customer service. I am a very strong minded and hardworking and believe I would make it far in the customer service field. I wish to eventually have either my own business or be at the top/manager of a business.

### Education

Completed GED 2014 **Harmony Learning Center**

### Experience

#### **Highland Management**

12/2014- Current

#### **Leasing Agent**

- Show apartments and try to get them leased
- Sign Packages and pass them to tenants
- Light cleaning in the office and hallways
- Run the office whenever Property Manager is not in
- Answer phone and set up appointments for showings
- Answer questions regarding lease, lease terms or questions about our community

#### **Wells Fargo Retirement Service Center**

02/2014- 12/2014

#### **Retirement Specialist**

- Take 50-80 inbound calls
- Assist with participants taking loans, withdrawals and check balance
- Have knowledge about 401k plans
- Providing participant with great customer service leaving them happy with their decisions with retirement

#### **APAC**

09/2013-02/2014

#### **Technical Service Representative**

- Take 40-60 inbound calls
- Assist callers with troubleshooting Honeywell products
- Assist calls with wiring the thermostat, light switch and door chime
- Have knowledge of Honeywell products

#### **GE Home Services**

01/2010-08/2013

Sales Associate/Manager

- Face to face and over the phone sales
- Sold internet, phone and cable for Clear, Direct and Dish
- Provide information about different packages
- Kept track of inventory
- Schedule appointments for install