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# CONTENTS OF CD-ROM

*The document names that follow correspond to the document names on the CD-ROM.*

## **The Hiring Process**

13 Steps to Hiring Grade AA Talent

### **Step 1: Define the Job**

Job Assessment Worksheet

Customer Service Representative Job Description Sample

### **Step 2: Define the Person**

Human Job Analysis Form

Classic Customer Service Representative Profiles

### **Step 3: Recruit**

Employee Referral Form

Sample Customer Service Representative Internet Ad

Classified Ad Placement Request Form

Classified Ad Placement Log

### **Step 4: Prescreen**

Anti-Discrimination Guidelines

Prescreening Questions – Customer Service Representative

Sample Letter of Non Selection (Resume)

### **Step 5: Employment Application**

Anti-Discrimination Guidelines

Employment Application Form

Driver Application Supplement

### **Step 6: Structured Interview**

Anti-Discrimination Guidelines

Structured Interview Questions

Top 20 Interview Questions

Structured Interview Checklist

Interview Response Form

Candidate Evaluation Form

Management Interview Questions

Outside Sales Interview Questions

Customer Service Interview Questions

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**Step 7: Test**

Sample Personality Profile Report  
Sample Emotional Intelligence Report  
Sample Wonderlic Questions  
Wonderlic Minimum Scores

Additional Sample Profile Reports

<http://www.tgassociates.com/products/data/thomasPPAsamples.asp>

**Step 8: Reference Check**

Telephone Reference Checking Form  
Request for Verification of Employment

**Step 9: Hiring Decision**

Decision Matrix Form  
Decision Matrix Sample

**Step 10: Make Offer**

Sample Offer Letter

**Step 11: Final Checks**

Background Check Release Form  
Sample Letter of Non Selection (Interview)

**Additional Resources**

<http://www.tgassociates.com/asp/hrLinks.asp>

**Popular Internet Job Boards**

[www.careerbuilder.com](http://www.careerbuilder.com)  
[www.craigslist.org](http://www.craigslist.org)  
[www.dice.com](http://www.dice.com)  
[www.hotjobs.yahoo.com](http://www.hotjobs.yahoo.com)  
[www.job.com](http://www.job.com)  
[www.jobing.com](http://www.jobing.com)  
[www.monster.com](http://www.monster.com)  
[www.regionalhelpwanted.com](http://www.regionalhelpwanted.com)  
[www.snagajob.com](http://www.snagajob.com)  
[www.theladders.com](http://www.theladders.com)  
[www.tgassociates.com](http://www.tgassociates.com)