



Pre-Interview CONVERSATION SCRIPT



Pre-Interview conversation for an applicant who answers an ad

Interviewer:

Hi, is this [Applicant's Name]?

Applicant:

Yes, it is.

Interviewer:

Hi [Name], this is [Your Name] with Metro Public Adjustment. You recently expressed interest in our Claims Representative & Public Adjuster Position. Do you have about 3–5 minutes for a quick pre-screen to see if it's a potential fit?

(Wait for confirmation)

Great — I'll just ask you a few quick questions:

First, Do you currently have a valid driver's license and reliable transportation?
(Great! This role involves travel to client sites, so this is important.)

Although this is not required at all, Do you have any experience in the home services industry (Ex: Construction, mortgages, plumbing, home inspections, or anything else that deals with home improvement or home services?)

This is not a requirement, but is helpful for us to know, have you ever worked in insurance, sales, or a role that involved client interaction before?

Lastly, because this is flexible and can be done Part time or Full time, if you qualify, are you available to start immediately?

Interviewer:

Thanks for that! Based on your answers, you definitely qualify to take the next step. That next step would be for you to come in for a pre-interview presentation that describes the position and the industry we work in. (Or if virtual — "That next step would be for you to attend our next schedule pre-interview presentation online). Once you attend that and understand the role, we can set up your final interview and get your application submitted which gets you started. Does that sound like something you'd like to move forward with?

(Wait for response and schedule or move forward accordingly.)

Note: You schedule them into the calendar personally WHILE ON THE PHONE and CONFIRM their attendance.