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https://www.100test.com/kao_ti2020/646/2021_2022__E5_A4_96_E4_BC_81_E8_8B_B1_E8_c96_646539.htm 英语面试是想进入外企的人必须经过的一关，为了能让想进跳槽到外企的人，更加深刻地了解外企面试的细节。我们从《西雅图工作英语》里面节选了一段完整的外企面试的对话，并把它们按顺序分成了不同的场景，方便大家理解和分析。相信，看过这些对话内容之后，再根据自己的实际情况进行改动，一定能在将来的面试取得很不错的成绩。

人物介绍：Linda是市场销售总监，也是这轮面试的主考官。Steve曾经是一个私企的部门主管，想要应聘这个跨国公司的销售部经理。所以他们的对话就这样展开了。

场景一：见面打招呼。 Linda: Welcome, Steve. I am in charge of Sales in the Notebook Division. My name is Linda.
Linda: 欢迎你Steve，我负责笔记本事业部的销售工作，我叫Linda。
Steve: A pleasure to meet you, Linda. Steve: 很荣幸见到你Linda。

场景二：开门见山，谈为什么辞去目前的工作。
Linda: Vivian has told me that you ' ve done excellent work in your current company. Why have you decided to leave your present job?
Linda: 我听Vivian说你在你目前的公司做的很优秀，为什么决定放弃目前的工作呢？
Steve: Well, I do like my current work and I get along well with my colleagues. But I think it ' s time for me to make a change. You see, I like work that is challenging, and I think I am ready for more challenging work.
Steve: 我很喜欢现在的工作，而且与同事们保持着良好的关系。但我认为现在是我改变现状的好时机。您知道，我喜欢具有挑战性的工作，我认为

现在我已为迎接更有挑战性的工作做好了准备。 场景三：了解性格特征。 Linda: Could you tell me what types of people you like to work with? Linda: 能不能告诉我你喜欢与哪一类人一起工作？ Steve: To tell you the truth, I can cooperate with a wide range of people. I ' m naturally an easygoing person, and I especially enjoy working with people who are responsible, friendly and helpful. Steve: 说实话，我能和各种各样的人合作。我是个很随和的人。当然，我特别喜欢和有责任心、待人友好、乐于助人的人一起工作。 场景四：介绍工作经验。 Linda: Next, I ' d like to know about your sales experience. Linda: 接下来，请介绍一下你做销售的经历吧。 Steve: I ' ve been in sales for seven years now, with two different companies. The first one was a small audio components manufacturer. I had been working there for three years, and during that period our sales increased by an average rate of 50% per year. At that time I was responsible for sales in the Northwest Region. After three years, I felt I was ready for a bigger challenge, so I switched to my present employer, a systems integration company. I am currently in charge of sales in the Northeast Region. Steve: 到现在为止，我已经在两家公司做了七年的销售工作。第一家是一个小型音响设备制造公司。我在那里工作了三年。那时我们的销售额增长率为每年50%。那时我是西北地区的销售负责人。三年后，我认为自己有能力应付更大的挑战，于是我跳槽到（目前雇主）一家系统集成商。我目前负责东北地区的销售。 场景五：团队合作。 Linda: Sounds good. Everyone is talking about teams these days. Can you describe your role as a member of a sales team? Linda: 很好，人们现在热衷于谈论“团

队”。你能描述一下你在销售团队里的角色吗？ Steve: I see myself chiefly as an inspirer. Sales can be quite competitive and some people in this field adopt a dog-eat-dog mentality . However, as a leader, I charge myself with making all units within a company function as one single entity. To cite an example, in my last job, each representative handled a different region. Instead of allowing successful initiatives to be hoarded by certain representatives, I developed a system for sharing those successful sales initiatives. Soon the entire sales team started talking of their successes, not just to brag, but also to share. Steve: 我把自己当作一个鼓励者。销售这个领域的竞争很激烈，有些同事暗地里希望别人失败。但是作为一个领导者，我要求自己把公司里的各部分职能都整合起来成为一个整体。举个例子，在我最近的这份工作中，每个销售代表管理一个不同的区域。为了防止成功的销售保密自己的经验，我建立了一套共享制度，让所有业务员分享行之有效的销售策略。很快整个销售团队开始交流成功经验，大家交流不是为了吹牛，而是为了分享。 场景六：最难的提问 ---

假设情景提问 Linda: If you are a leader in our company and in charge of a project, you will need to be able to work with a variety of people in the project team. Let ' s say that due to difference of opinions, the team is split into two camps at a meeting and the debate starts to get out of control. At this point, as a leader, what would you do to encourage constructive cooperation from both parties? If the two parties continue to disagree, what will you do then?

Linda: 假如你已经成为了我们公司的一名主管，由你负责管理一个项目。你需要在项目上和不同的人合作。由于观点不

同，（在会议中）产生对立的双方，而且进行了激烈的争论。这时，作为领导者，你该如何鼓励双方有效合作呢？如果两方面还是不能达成共识，你又会怎么办？

Steve: First, I will listen to the point of views and reasons from both sides carefully and make my own judgment. If I side with one camp, I will offer facts and data to explain to the other side my thought process. If my opinion differs from both sides, I will also give facts and data to support my third-party opinion. If an agreement still cannot be reached, I will hold onto my opinion but also encourage more reserved colleagues to voice their opinions while continuing to provide more data to support a solution. In short, my principle is that everything should be based on data and facts. And every colleague has the right to express his or her opinion. I will always try my best to reach a common ground that all members of the debate are comfortable standing on. If we cannot find this common ground, then I will ultimately make the final decision, as a leader.

Steve: 首先我会仔细聆听双方的观点和理由，并做出我的判断。如果我倾向于其中一方的观点，我会拿出数据和事实说服另一方。如果我的观点与两者都不同，我同样会基于数据和事实来证明我的第三方立场。如果最后大家还是不能够达成共识，我会坚持我的观点，但允许保留意见的同事拿出更多的数据来表达他们的意见，以支持相应的解决方案。总之，我的原则是，基于数据与事实，每一位同事都有权发表他的观点。我会尽量让大家达成共识。如果不能达成共识，那作为领导者，我会做出一个决定。

场景七：针对业务知识的提问。

Linda: What do you think are the crucial steps of effective sales?

Linda: 你觉得要做好销售应该

有哪些关键步骤？ Steve: I believe that analyzing clients, gaining client confidence, exploring client needs, demonstrating value to the client, getting clients to commit, and providing services to the client are the six key steps of becoming an effective sales person. Steve: 我认为分析客户、建立信任、挖掘需求、呈现价值、赢取承诺、跟进服务是成为成功的销售员的六个重要步骤。 Linda:

How do you gain the customers ' confidence? Linda: 你通过哪些手段来获取客户的信任？ Steve: First, I will work to fully understand our potential customers, including their strengths, advantages and disadvantages. Meanwhile, knowing something about the project owner on the client side is also very important.

Second, I will focus on increasing the depth of my knowledge of the project manager. Through this we can create a more rapport atmosphere. We should also know our competitors, inside and out.

Steve: 首先，我会对潜在客户进行多方的了解，包括他们的企业实力、优势劣势，了解他们的项目负责人也很重要。第二步，我会集中深入了解项目负责人，建立一种和谐的氛围。同时还要对竞争对手了如指掌。 场景八：针对抗压能力的提问。

Linda: What serious setbacks have you experienced in sales?

How did you overcome these setbacks? Linda: 你在做销售的经历中有什么比较大的挫折？怎么克服的？ Steve: At the

beginning of my career, customers often hung up and told me not to call again. At the time I felt very upset about it and almost gave up on multiple occasions. But after a period of time I grew to understand the customers ' angle. Little by little, I established the right attitude and at last gained a host of loyal customers through my persistence.

Steve: 刚开始做销售的时候经常被客户直接挂电话，说不要再打过来了，当时我特别灰心，好些次几乎都要放弃了。但经过一段时间我能够站在客户的角度来考虑问题，逐步建立了良好的心态，最终通过我的毅力赢得了许多忠诚的客户。

Linda: We establish a fairly high target sales quota and you must achieve this volume in a short amount of time. How can you ensure that we reach our sales goals? Linda: 我们制定的销售任务很高，完成任务的时间又很短，你会用什么办法来确保达到销售任务目标呢？

Steve: I will draft a day-to-day schedule in advance and stick to the plan. Having a plan is the guarantor of success. Steve: 我会事先把每天的工作都安排好，然后严格按照计划去做，有计划地工作是成功的最大保障。

场景九：结束语 Linda: Well, Steve, I ' ve certainly enjoyed meeting you. Our HR department will contact you later. Linda: 嗯，Steve，很高兴与你会面。接下来人事部会跟你进一步联系的。

Steve: Thank you very much. I ' ll be looking forward to hearing from you. Good-bye. Steve: 非常感谢，那我静候佳音，再见！

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