

透析外企面试(4): 如何回答刁钻难题(下)

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在上一期中,笔者就与应聘者的信心(Confidence)、雄心(Ambition)、忠心(Loyalty)、细心(Carefulness)、用心(Dedication)五方面相关的刁钻面试难题进行了剖析,并提供了应答思路和参考回答。除了这些面试难题之外,近年来外企面试中还出现了一些似乎令人匪夷所思的刁钻难题,例如:“你最喜欢什么动物?”“一年内,世界上有多少人乘坐飞机?”“当你现在的顶头上司和前任顶头上司在街上打架时,你会支持谁?”等。听到这些问题,应聘者往往感到十分愕然,乱了方寸。从表面上看,这类问题似乎与所应聘的职位要求毫不相干,其实主考官是想通过这些问题来了解应聘者的性格特征、逻辑思维能力、人际关系处理能力等。本文将就如何应答这类问题进行详细的阐释。



关于应聘者的性格特征

- ① What's your favorite animal?
- ② If you could choose to be an animal, what animal would you want to be?

应答思路 “你最喜欢什么动物?” “如果你能选择成为一种动物,你想成为哪一种动物?”这两个问题实际上属于同一问题,只不过是两种不同的问法而已,都用于测试回答者的性格特点。一般而言,你所选择的动物会反映出你的性格。但是在此类问题面试中,主考官不会因为“牛是勤劳朴实的动物”或者“猪生性好吃懒做”这些对动物的传统印象对你的回答作出简单判断。回答这种问题的关键是对所选择动物的解释,应聘者的解释可以直接反映出其性格特征。在作解释时,应言简意赅,忌拖沓冗长。此外,应聘者还应该根据所聘职位的要求,着重描述与应聘职位要求相符的某种动物的相关特征。例如应聘财务、记者等职位时,可以参考下面第一个回答;应聘人力资源部等职位时,可以参考第二个回答;应聘管理等职位时,可以参考第三个回答。

参考回答

- ① I would say I like wolves a lot because they are smart and cautious. Moreover, they have keen perception and are good at searching for food.
- ② I'm very fond of koalas. They are very friendly to human beings. Besides, they seem to be gentle, cooperative and respectful when staying with human beings.
- ③ I love tigers. They are fast and powerful, and they have a particularly acute visual sense. When searching for food, they are decisive, persistent and independent.



关于应聘者的逻辑思维能力

- ① Do you know how many people around the world took a flight last year?
- ② How many piano tuners are there in China?

应答思路 主考官问这两个问题的目的是测试应聘者是否具有良好的逻辑思维能力和创造性思维能力。严格来讲，这两个问题都无法给出确切的数据作为标准答案，这就要看应聘者的回答思路是否清晰，符合逻辑。第一个问题的参考应答思路为：首先应通过了解世界上航空公司的总数来计算出世界上的飞机总数，然后计算出每架飞机一年内飞行的次数以及所有飞机一年内飞行的总数，最后再将飞行的总数乘以航班平均乘客人数就可得出一年内世界上乘坐飞机的人数。第二个问题的应答思路为：首先通过调查计算出中国有多少家庭，而又有多少家庭拥有钢琴以及拥有钢琴的家庭占家庭总数的百分比，然后再根据多少钢琴需要一位钢琴调音师，最后估算出中国钢琴调音师的人数。

参考回答

- ① What I will do first is work out how many airlines there are on earth and then calculate the total number of the planes in the world. Then, I will calculate the total flights of all the planes in a year. After that, I will multiply the number of the flights by the average number of passengers in a flight. Finally, I will be able to get the number of people taking a flight in a year.
- ② First, I need to figure out how many families there are in China. Then, I will manage to calculate the percentage of piano-owning families in the country. Finally, I will be able to get the number of piano tuners in China by estimating how many pianos need a piano tuner.



关于应聘者的人际关系处理能力

- ① If your line director and former line director were fighting on the street, whom would you support?
- ② You are having dinner with a beautiful female or handsome male client, when your spouse calls you. Will you invite your spouse to join you?

应答思路 通过第一个问题“当你现在的顶头上司和前任顶头上司在街上打架时，你会支持谁？”，主考官主要是想了解应聘者将如何应对公司复杂的人际关系，面对问题时思路是否清晰。回答这一问题之前，有必要了解人们通常处理这一问题的三种方式：(1) 充分沟通(Assertive)。不论两位上司为何争吵、打架，应聘者首先对其进行劝阻，然后询问他们争吵的原因，并且尽量让他们冷静下来。这是比较专业的解决问题的方式。(2) 参与争斗(Aggressive)。因与其中一位上司的关系要好而在争斗中帮助他。这一解决问题的态度在工作场所显然不够成熟、理性。(3) 袖手旁观(Passive)。装着没看见两位上司在争吵，这样就谁也不会得罪。拥有这种态度的人碰到问题会尽量逃避或者漠不关心，一副事不关己、高高挂起的样子。显而易见，应聘者在回答这一问题时应该采取第一种态度。

通过第二个问题“当你和一位漂亮的女性客户或潇洒的男性客户用晚餐时，你的配偶突然打电话给你，你会邀请配偶和你们一起用晚餐吗？”，主考官主要是想了解应聘者如何处理家庭和工作关系。回答该问题时，应聘者明智的选择是不邀请配偶一起用晚餐，因为与客户一起吃饭多为培养商务合作关系，以便更好地做生意，属于工作的一部分，如果邀请配偶出席，应聘者会显得将工作和家庭混为一谈。

参考回答

- ① The first thing I will do is try to stop them from fighting. Then I will manage to find out the reasons for the fight, and meanwhile I will try my best to make them calm down and persuade them to resolve their conflict through open communication.

- ② The answer is “No”. The reason why I wouldn't invite her/him is that the purpose of the dinner is to develop a business relationship. Therefore, it's part of my work, in which I wouldn't like my family to be involved.



关于应聘者的临场应变能力

- ① Sell me this stapler.
- ② Suppose that you take one of your clients to dinner. When ordering food, he or she has ordered many expensive dishes, which cost more than you can pay with the money from the company. What will you do?

应答思路 第一个问题是叫应聘者当场推销订书机。在招聘销售人员时，主考官有时会随手从办公室拿起一样物品要应聘者当场向他/她推销，来考察应聘者的临场应变能力和表达能力。因此，应聘者(尤其是应聘销售职位的人员)应当在面试前做好回答这方面问题的充分准备。应聘者在回答问题时，思路要清晰，表达要流畅。推销一个产品时，首先可以用一句话来概括该产品的主要功能和外观特征，然后分别就这两点加以具体阐述，最后还可以总结和呼应一下开头的推销语。

第二个问题的主要意思是：当你请一位客户吃饭时，客户点的菜肴价格超过了公司给你的预算，这时你会怎么办。回答这一问题的思路是应该主动向客户推荐一些实惠的特色菜，这样既不会超出公司给你的预算，也不需要自己掏腰包，同时也讨好了客户。

参考回答

- ① This is a professional quality stapler, designed to be functional as well as attractive. It will help you organize papers on your desk by binding pages together. Now since papers of the same subject or category are fastened together, you'll be more efficient and save time previously wasted looking for different papers. Finally, its sleek shape and black color match the rest of your office furniture.
- ② I will recommend some reasonably-priced local specialties to my client so that I will be able to keep the food within budget. If that doesn't work, I will have to pay extra myself, and of course I would rather not do that.

主考官精心构思以上问题绝不是要故意为难应聘者，而是千方百计地通过这些问题深入了解应聘者的个性特点与能力等，以便进一步确定应聘者究竟是否符合公司的需求，能否胜任应聘职位。应聘者在面试过程中倘若碰到此类问题，应保持沉着冷静、思路清晰。不管是何种问题，应聘者回答时应尽可能在了解主考官问题意图的基础上来组织自己的回答。不能因问题出乎意料而乱了方寸，慌不择词。此外，应聘者表达的理由要充分、流畅、合情合理，不能一味讨好考官或者专挑好听的说，而应当以诚信为本，如实回答。与此同时，应聘者可通过一些肢体语言向主考官展示自己积极、自信的面貌，因为主考官通过观察应聘者的每一个眼神和每一个细微的动作也能够了解其处事经验和性格特征。

