



# **Staff Recruitment Packet**

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# Welcome!

**T**hanks for taking interest to the open position! You are one step closer to being part of us.

But first, let us kick start with what we are about so you could begin to think how you can align your skill and experience in our company.

Yamaha Sonata Music specialises in 2 services - Music education and Music product retail.

## Customer Service

As a customer service officer, you excel in providing their need even before they voice out their request, you are proactive and quick in providing solutions and highly effective in solving their concerns.

You are constantly quick and alert on providing feedback on customer service efficiency. You always seek to listen, understand and respond.

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# APPLY

## Requirements

- Bachelor's degree in business, marketing, economics, hospitality or related field.
- Experience in administrative work.
- A commitment to excellent customer service.
- Excellent written and verbal communication skills.
- Superb interpersonal skills, including the ability to quickly build rapport with both customers and suppliers.
- Experience using computers for a variety of tasks.
- Competency in Microsoft applications including Word, Excel and Outlook.
- Able to work comfortably in a fast paced environment.

Upon completion of the interview session, a contract is to be signed to successfully be a Yamaha Sonata staff. Here are typical responsibilities and duties of School facilitator / customer service liason.

## Additional Requirements

- You're passionate about Yamaha, and you inspire and educate others about all that Yamaha has to offer.
- You can set the standard for Yamaha's unique style of service through words and action.
- You have strong people skills – you're approachable, a good listener, and empathetic.
- You can serve as an engaging role model to Specialists.

## **Application documents to bring along**

- We only accept online application
- Application forms are available via email
- A passport size photo
- A photocopy copy of IC
- Original copies of relevant certificates
- A photocopy of graduation certificate

\*please fill in the forms carefully as accurate information will help us processing your document effectively

\*interview notification and further information will be email by us 10-14days before the examination

## **Service hotline**

For further information, please call: 017 - 318 6188 Miss Chong Poh Yee.

## **Yamaha Sonata training course**

- No fees will be incurred for the training, living cost and transportation fees however, are not included
- **Customer Service training:** (timetable to be confirmed)

## **Employment after training course**

- Attendance, learning attitude and job performance will be observed and evaluated from time to time.
- Full time (40 hours per week) employee is entitled to EPF and SOCSO.

*\*please take note, candidate who prefers part time position or could not fulfill any of the requirement(s) are not advised to apply*

## **Position opening**

- Customer Service Liaison ( Full time position )
- Music Department Facilitator ( Full & Part Time Position )

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# INTERVIEW STAGES

You will usually meet with 2-3 Sonatians—some potential teammates and some cross-functional—for about 30 to 45 minutes each.

All candidates will have the chance to highlight strengths in 4 different areas:

- **General cognitive ability**: We ask open-ended questions to learn how you approach and solve problems. And there's no one right answer—your ability to explain your thought process and how you use data to inform decisions is what's most important.
- **Leadership**: Be prepared to discuss how you have used your communication and decision-making skills to mobilize others. This might be by stepping up to a leadership role at work or with an organization, or by helping a team succeed even when you weren't officially the leader.
- **Role-related knowledge**: We're interested in how your individual strengths combine with your experience to drive impact. We don't just look for how you can contribute today, but how you can grow into different roles—including ones that haven't even been invented yet.
- **Sonatian spirit**: Share how you work individually and on a team, how you help others, how you navigate ambiguity, and how you push yourself to grow outside of your comfort zone.

In Yamaha Sonata, the commitment to serve is highly important. Therefore, it's important that you have what it takes to be a part of something great. And we do it together, as a team. Please note that the 2 stages will happen in a day. Please allow approximately 1 hour for the interview.

**Stage 1 : Interview (Duration : 30min)**

**Stage 2 : Cultural Fit / Personality trait (Duration : 15min)**

You will be meeting with some of our top rank officials, they will present case studies to you in line to our company's value.

You have one goal. Be proactive and think out of the box.

**An upright piano, guitar and keyboard will be provided. Should you need other instrument, please indicate in online application form.**

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# To help you get prepared

Here's our advice to help you be ready for your interview.

- **Predict the future**: You can anticipate 90% of the interview questions you're going to get. "Why do you want this job?" "What's a tough problem you've solved?" Write down the top 20 questions you think you'll get.
- **Plan**: For every question on your list, write down your answer. That will help them stick in your brain, which is important because you want your answers to be automatic.
- **Have a backup plan**: Actually, for every question, write down THREE answers. Why three? You need to have a different, equally good answer for every question because the first interviewer might not like your story. You want the next interviewer to hear a different story and become your advocate.
- **Explain**: We want to understand how you think, so explain your thought process and decision making throughout the interview. Remember we're not only evaluating your technical ability, but also how you approach problems and try to solve them.
- **Be case-driven**: Every question should be answered with a story that demonstrates you can do what you're being asked about. "How do you lead?" should be answered with "I'm a collaborative/decisive/whatever leader. Let me tell you about the time that I ..."
- **Clarify**: Many of the questions will be deliberately open-ended to provide insight into what categories and information you value within the education world. We're looking to see how you engage with the problem and your primary method for solving it. Be sure to talk through your thought process and feel free to ask specific questions if you need clarification.



- **Improve**: Think about ways to improve the solution you present. It's worthwhile to think out loud about your initial thoughts to a question. In many cases, your first answer may need some refining and further explanation. If necessary, start with the brute force solution and improve on it – just let the interviewer know that's what you're doing and why.
- **Practice**: Everyone gets better with practice. Practice your interview answers—out loud—until you can tell each story clearly and concisely.
- **Dress professionally**: 1st impression is crucial in making an impact. Remember, the way you dress presents a visual image and sends a message that the you are professional.

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