

YOUR GUIDE TO A GREAT INTERVIEW

Applying for a Customer Service position with T-Mobile?

Here's a quick guide on the application process and tips to get the most out of your interview.



1. Off to the races!

Your application and online assessment are complete, and we've reviewed your information. To get to know you better, our hiring team will invite you to do either a phone or video interview where we'll ask about your previous work experience.



2. Get to know us!

We love meeting candidates who know our story. As the Un-carrier, we're changing wireless for good and having fun doing it. Follow us in the news and on social media using **#BeMagenta** to stay current and be ready for your T-Mobile moment.



3. Let's meet!

If you're selected to move forward, we'll invite you in for an onsite interview. You'll meet with our site leaders, take part in role play scenarios, and learn even more about what the job entails. Helpful hint: be sure to dress professionally and bring your resume.



4. Questions...questions?

Getting to know you means asking about:

- Your past work experience and how it relates to this position.
- How you deal with change, stress, or tough customer situations.
- Your ability to proactively seek feedback and make the most of learning opportunities.



5. What's on your mind?

We think it's a good thing when interviewees ask us great questions, like:

- What long-term opportunities are available for me at T-Mobile?
- What has your experience at T-Mobile been like?
- What are the biggest keys to success in this position?



6. Seriously...have fun!

Interviewing with the Un-carrier means you're in for a unique and fun experience. Showing your enthusiasm for our business—and this position—goes a long way with us. So relax, be the awesome person you are, and let's have a great interview!

Find bold opportunities and apply today at: tmobile.careers



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