THE PHARMACEUTICAL SALES INTERVIEW

The pharmaceutical sales interview is the most critical time of your job search. If you do not convert these pharmaceutical interviews into job offers, all of your efforts will be a waste of time. You are either hired or not because of your interviewing skills. Thus it is of great importance that you prepare thoroughly for your interviews. This will require careful analysis of your past achievements, your current situation, and your future goals. You must make plenty of time to compile information on your thoughts clearly before you enter any of the interviews.

One of the most important details needed before a job interview is a summary of your academic record, any prior work or sales experience, a complete description of the career path you expect to pursue in the pharmaceutical industry, and a preferred geographical region which suits you best.

When pursuing pharmaceutical employers and getting these interviews, other preparation is also needed to conduct a successful job search campaign. Some of the many steps necessary to achieve success are: a strong and credible resume, thoroughly researching pharmaceutical employers that interest you, understanding the pharmaceutical job market and your competition, clarifying your financial expectations, identifying the pharmaceutical companies you want to interview with, compiling all of the personal information you need to sell yourself effectively, and a complete list of references. It is also vital to understand the many sources available to obtain interviews, i.e. internet job boards, physician contacts who know pharmaceutical reps, faculty contacts, friends who are currently pharmaceutical reps, and a variety of other sources. In addition, you should keep a log of your interviews so you can check on the status and results of these pharmaceutical sales interviews efficiently.

WHO REALLY GETS THESE PHARMACEUTICAL SALES JOBS

It may be an old observation, but it is well worth noting as many of you prepare for your job interviews.

The candidate who gets the pharmaceutical sales position is not necessarily the one with experience. Understand that there are over 128,000 current pharmaceutical sales reps out there and everyone was hired at one time or another with no prior pharmaceutical sales experience. So the candidate that obtains the open position is typically the one who nails the interview. Certainly, it is important to have knowledge about the pharmaceutical
industry, pharmaceutical terminology, drug sampling rules, selling guidelines, etc but all graduates of the CNPR program will have this knowledge. Pharmaceutical companies want to hire applicants they feel will be a good fit for the position and the organization. Pharmaceutical employers hire people they like both personally and professionally.

The applicant who receives the job offer typically knows how to best present themselves verbally and nonverbally in critical face-to-face interviews. Whether dealing with multiple interviewers or different types of interviews, they have acquired a set of compelling and attractive behaviors centering on positive answers to questions that serve as future indicators of performance. But do not feel inadequate as these behaviors can be learned with practice.

### FUNDAMENTALS

Preparation for a pharmaceutical interview consists of three fundamental components. First, you must know yourself—your strengths and weaknesses—very well. Most importantly, you must be able to articulate who you are and the skills you possess. Part of the preparation for a pharmaceutical sales interview should include practicing the answers to potential interview questions.

Second, a good candidate must know their prospective employer and the details of the particulars of the pharmaceutical sales opening. It is good to know as many details as possible about the product line, profitability, organizational structure, sales territories, reputation of the employer, and the potential for advancement. The more knowledge you have about an employer, the better chance you have in excelling the interview.

Thirdly, it is essential to know your competition and your bargaining position. To assume you have all the answers, education and qualifications that will guarantee you a sales position puts you at a major disadvantage. It is better to assume there will always be someone better prepared and qualified. This will motivate you to work harder on your interviewing skills. Being knowledgeable about the whole job search strategy will greatly enhance your hiring potential.

### PURPOSE OF A PHARMACEUTICAL SALES INTERVIEW

The main purpose of the job interview is to exchange information about you, the sales opening, and the employer. You can accomplish this by answering and asking questions both verbally and nonverbally. The interview is very crucial and serious business—the employer’s money in exchange for your skills. Therefore, you need to be informed as much as possible about each other before making any long-term plans. It is important to not play games or be evasive during the interview.

The interview process of answering and asking questions for you involves two important and sometimes contradictory considerations:
1) **Receiving a job offer:** It is vital to impress the staffing or human resource person both professionally and personally so will be offered the job.

2) **Obtain useful information:** It is important to acquire critical information on whether or not you wish to join the organization. In other words, the pharmaceutical employer should also impress you before you accept a sales position.

These two considerations often compete with one another because of interview nervousness. Indeed, nervousness about the pharmaceutical sales interview—sweaty palms and foreheads, dry throat, and talking too much—can lead some interviewees to concentrate solely on playing the “nice interviewee” role to the exclusion of acquiring important information for decision-making. The applicant typically fears that they will not sufficiently impress the interviewer leading them to become preoccupied with dressing attire and giving the “canned” answers to interview questions. Being in such a mental state prevents the applicant from concentrating on exchanging information and inquiring about the pharmaceutical sales position and the company. When this happens, the applicant does not communicate their real selves to the pharmaceutical company.

Make sure this does not happen to you. You owe it to yourself to make sound career decisions. The pharmaceutical sales interview is not the time for an applicant to become someone else by engaging in role playing. Playing the role or acting out a “canned interviewee” does not represent you personally. Like in a resume, an applicants interview behavior should clearly communicate a “unique person” to employers. Your interview is the time to present your best self in the process of learning about both the position and your potential employer.

It is crucial in your interview to lower your apprehension, control your nervousness, raise your anticipation, and focus on the main purpose of the interview, which is to exchange information that will help you make a critical career decision as well as assist the employer in making an important hiring decision.

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**SELF-EVALUATION**

Self-evaluation is a key component to focusing on knowing yourself and relating this information to your career aspirations. Self-evaluation can also lead to greater understanding of long term career goals. It is a good idea to take time to think of the important things in your life. Determining what you want to do with your life compared to the skills you have, your interests, your financial needs, your personality, and your family are all very important. Typically, these factors become neglected during career planning. Frequently, people drift with the current events, and thus do not come to realize their life goals because they yield to procrastination and lack of self-direction. Some people simply depend upon the actions of others rather than shaping a purposeful and deliberate course of action for their own careers.
A successful pharmaceutical sales candidate must start by assessing the marketable skill set. You may end up being surprised at the various skills you possess. Try this simple exercise. List all of the specific tasks you accomplished during current or former positions you have held. Highlight the tasks that you performed most competently. You should also list the tasks you have achieved with medium and low competence. Follow this with a list of your personal capabilities, and include personal observations. It is important to be very specific when preparing these lists.

Next, analyze your interpersonal skills, strengths and weaknesses. When preparing this list, be as objective as possible. It is a good idea to ask family members or friends to help with this task since it is easy to become biased or even ignorant. This self-evaluation will lead to insight of who you are and what you can actually offer a pharmaceutical company.

**A PHARMACEUTICAL COMPANIES GOAL AND EXPECTATIONS OF THE INTERVIEW**

The pharmaceutical employer expects that an applicant who is invited to an interview will be at their best—both in appearance and behavior. You will have conducted basic research on the company and will be able to both answer and ask questions that relate to your skills and goals as they relate to a pharmaceutical sales position.

The person interviewing you has certain goals they must achieve through the interview process. The interviewer will control many of the variables affecting the interview situation in order to achieve those goals. First, the interviewer looks for indicators of the applicant’s expertise and competence—your skills, knowledge, and abilities as they relate to the sales opening. Since your education and work experience are factors that would have been apparent on your resume, you have met the basic requirements for consideration for a pharmaceutical sales position or would not have been invited to the interview. But now the pharmaceutical company wants specifics that go way beyond the degrees earned, positions held, and duties performed—specifics that indicate what you can do for the company.

Second, the pharmaceutical company interviewer is looking for indications of your motivation for this position. Expertise is an important consideration, but your drive and energy may be what sets you apart from others and gives you an edge in the hiring process. The employer wants to know about your development potential. They want to know if you are motivated to learn new skills and be able to work independently.

Third, your interpersonal skills are also of great concern to a pharmaceutical company. An employee who can do the job, but does not fit into the corporate culture, is not a valuable employee. An employee’s ability to get along with co-workers is not always easy to assess. The staffing professional conducting the interview is trying to evaluate your ability to be supervised, your ability to follow orders, and your potential to be a manager.
Fourth, the candidate’s decision-making and problem-solving abilities will be important for a successful career in pharmaceutical sales. The pharmaceutical company wants to know how well you are able to deal with an out-of-the-ordinary situation you may encounter on the job. It is important for you as an employee to distinguish between those situations where innovation is required and those where established procedures must be followed. As a pharmaceutical rep, you must quickly deal with a situation by analyzing the nature of the issue and take appropriate action that incorporates alternative courses of action.

Also, at the same time that the interviewer is attempting to discern your abilities to perform a pharmaceutical sales job as well as fit into their corporate culture, they are also trying to assess your real interest in the position and the company. Do you really want this opening? Will you be dedicated to your job and be a loyal employee? Or do you merely see this job as a “stepping-stone” to something bigger and better somewhere else?

Finally, you may think that the pharmaceutical company is mainly concerned with assessing your job performance skills but they are also interested in your personality. Almost all individuals want to work with people that they like and can interact with successfully. Likeable people are those who tend to get along well with others. It is important to relate well with the interviewer. The company wants to make sure that you listen well, give positive verbal and nonverbal feedback, have a pleasant and enthusiastic manner, and demonstrate a sense of humor and smile. The bottom line is pharmaceutical companies look for energetic personalities who also tend to transfer their energy into their work.

**YOUR GOALS AND EXPECTATIONS FROM THE INTERVIEW**

As a candidate for a pharmaceutical sales position, you also have specific goals relevant to the interview situation. Your major goals are to gain information about the position, employer and demonstrate that your skills, education, and abilities match the needs of the company. It is vital to impress the interviewer enough to be offered the position. You should expect the interviewer to take the lead in determining the structure of the interview, but you also need to structure your behavior in such a manner that it affects both the interview situation and the final outcome.

Most interviewees have very little knowledge of the many types of interviews or the variety of settings or forums that an interview can take. No two interviews are the same, but it is possible to classify interviews in ways that should increase your understanding of what you may encounter in various situations.
The Screening Interview

If you are interviewing with a mid-sized or large company, your first interview will most often be with a human resource or staffing manager. These initial interviews have been encountering candidates by surprise because various pharmaceutical companies have begun conducting the initial screening interview by phone in an effort to save time and speed up the hiring process.

It is also possible that you may be screened via telephone by a sales manager or senior pharmaceutical sales staff person. Many pharmaceutical companies are now relying heavily on telephone screening as a primary means of measuring a job candidate. For many companies, the in-person interview is often little more than an opportunity to confirm what they believe they have already learned about the applicant. Therefore, it is important to begin preparing for telephone interviews as soon as you send out your resumes to pharmaceutical employers.

How to Handle a Pharmaceutical Telephone Screen

The scenario could be something like this: You are sitting in your living room watching your favorite sitcom when the phone rings. You slowly walk over to answer it with complete discontent.

“Hello,” you answer while yawning.

“Good Morning,” says a very high spirited voice. “This is Heather McBride of Watson Pharmaceuticals. I am looking for Greg Rhodes.”

“This is Greg Rhodes.”

“Well, good morning. We received your resume for an opening for one of our pharmaceutical sales openings and I am calling to ask you some preliminary questions.”

You now start breathing heavily and your mind is racing. Your mouth becomes dry and your head rushes with adrenaline. You start to think of a way to stall the interviewer. The important detail about this potential scene is to use it to become prepared for potential phone interviews. A good way to start is to look at who the phone interviewer actually is.

Typically, an initial phone interviewer at a pharmaceutical company is a lower-level human resource person who has been trained with some basic interview techniques. In most instances, the initial phone interviewer is a young person who has very little idea about all of the duties and responsibilities of the open position. The interviewer has a simple goal: to reduce the number of applicants before any of them get an opportunity to meet with a District or Regional Sales Manager.
After you have completed the preliminaries with the phone interviewer, the end of the conversation will generally follow a script. The interviewer will be asking questions to see if you have the qualifications for the position such as: the correct degree, pharmacology or medical training, good communication skills, ability to relocate, good driving record, etc. Also, the interviewer will be asking questions to verify that you have been truthful on your resume.

The screening interview will also be somewhat qualitative in nature: How well have you responded to this unexpected phone interview? How quickly did you recover from the surprise and was it done politely? Did you project sufficient enthusiasm for the open position? How articulate are you? Were you energetic with good answers to questions? How prepared were you? Should the interviewer actually recommend you for the next round of interviews? Since you probably have just started your job search, some nervousness at a screening interview is perfectly normal. It is important to take a deep breath and slowly exhale before answering questions.

Example:
“Oh, Ms. McBride, I am so happy you called this morning. What can I do to help you?” It is good to smile and relax. Almost all telephone salespeople and customer service reps are trained to smile when working as this actually makes you and your voice more enthusiastic. It is also a good idea to envision the telephone screener as non-threatening and pleasant and imagine she is a person in the room you are talking to. Also, control your breathing patterns plus try to cooperate with the interviewer as they will make her job easier and more pleasant.

The telephone interview is a screening-out and not a screening-in process. The phone interviewer is trying to reduce the number of in-person interviews that a district or regional sales manager will have to conduct. In other words, the phone interviewer wants to scratch 25 of the 30 candidates that are called on the list. A list of helpful tips is included below to help you become an applicant that successfully gets past a phone interviewer.

- Be energetic and enthusiastic.
- Be prepared
- Stay in control. Call back if it is a bad time for you.
- Get the phone interviewer name and write it down with the correct spelling.
- Do not volunteer information.

THE IN-PERSON SCREENING INTERVIEW

Understand that the odds are against you when the phone interviewer initially calls you. The phone interviewer wants to speak just once and only once to as many candidates as possible. It is difficult to always put your best foot forward when doing a phone interview. The pharmaceutical company is also probably using telephone screening
because so many good qualified applicants applied for the open sales position. You are not the only person who has heard about this open pharmaceutical sales position so be ready for some stiff competition.

If you have made it past the phone interview then you will be able to do a live interview which gives you a better chance to make a good impression with the pharmaceutical company. However, the in-person interview is typically longer and done with senior reps or managers and also done with sophisticated interview techniques. The interviewer will have a chance to judge on more than just your words and the sound of your voice. They will monitor your body language and behavior. It is important to work at controlling your emotions before the in-person interview.

It is a good idea to arrive for your interview a little early so you do not get flustered about directions or arriving late. Once you have arrived at the interview destination, it is important to freshen up and proceed to the reception area 15 minutes before your scheduled interview. Tell the receptionist or greeter that you are there to see your interviewer (use contact name).

**THE DATABASE OR STRUCTURED INTERVIEW**

The most basic of all pharmaceutical interviews is what has come to be known as the database or structured interview. Although this sounds technical or complicated, both of these terms rely on the fact that interviewer must be careful to ask the same comprehensive set of questions to all applicants.

By asking the exact same set of questions of every applicant, the pharmaceutical company will be able to accurately and fairly compare them. In other words, it allows the pharmaceutical company to establish a complete database on each applicant so that eventually it is easier to compare applicants. The structured interview can be conducted by more than one individual. You will notice interviewers in these interviews will refer to a long list of questions, checking off or writing out summaries of your answers.

With the large volume of questions and its comprehensiveness, the database interview will exhaust you. It is vital to be prepared to answer questions about your education, related work experience, personal strengths and weaknesses, sales skills, communication skills, and just about anything else connected to your skills, personality, or your potential. If you have not reviewed your skill sets prior to this type of interview, you may find it difficult to answer several of the questions about yourself. If you cannot answer questions with good answers, you will end up looking unqualified and feeling inadequate.

**How to ace a database of structure interview:**

- Keep your answers short, but thorough.
- Do not talk about topics or areas that the interviewer does not ask about.
- Only give the facts they are asking about.
• Be prepared to answer very specific questions.

THE BEHAVIORAL INTERVIEW

It is certainly understandable that as an applicant, you have a lot on the line in an employment interview—to a large degree, your career and lifestyle are also to be determined on the outcome. However, you are not alone in your anxiety as the employer has anxiety as well. The employer realizes that you, the applicant, will try to make a favorable impression during the interview. The pharmaceutical employer knows you will present yourself in the most positive way as possible. They expect that you have read and rehearsed your interviewing techniques, you have prepared on how you want to respond to certain questions, and the interviewer is observant to this behavior. The interviewer is so observant that you may have prepared so well that you may fool them—convincing them that you are right for the job when in reality you are not. The pharmaceutical employer is concerned that you may possess greater interview skills than job skills and they may not hire the best candidate.

The pharmaceutical company knows that job applicants are coming into job interviews more savvy about the interview process than ever before so the employer is looking for better methods to identify a prospective applicant. Their goal is to determine who actually is the best candidate for their sales position and not just the best at interviewing. The interviewing technique which is gaining popularity among pharmaceutical employers is the behavioral interview. There are typically three types of behavioral interview questions that tend to be asked: self-appraisal questions, situational questions, and hypothetical situational questions.

Self-appraisal questions ask you to consider and report on your behavior and not your skill set. For example, an interviewer may ask: “In what situations have you become so involved in your work that the day flew by?” If you have been explaining how you handled a difficult boss, the interviewer might ask, “If you were to encounter that same situation with our company, how would you deal with this supervisor?” Or, “If you have the choice of working in our sales or marketing department, which would you choose?” And after you make a response, the interview might follow up with, “Why would you make that choice?”

Similar to self-appraisal, situational questions look for previous experiences as indicator of future behavior. “Tell us about a recent situation where you took responsibility for a duty that was outside of your job description,” might be asked as a situational question. Or, “Tell us about a time when you performed a task without your supervisor’s prior approval.” Hypothetical situational questions differ only in that rather than asking what the candidate has actually done in a particular situation, they ask the job applicant what they would do in a hypothetical situation. The hypothetical question gives the interviewer the opportunity to ask questions the candidate may never have actually encountered in previous positions. For example, if the applicant has never held a sales position, and since the position being considered for is a sales opportunity, the
hypothetical question can provide the interviewer an opportunity to get a sense of the sales style of the applicant.

Why are pharmaceutical companies using behavioral questions with greater frequency in their interviews? It is generally thought that the strength of behavioral interviewing is that it allows the interviewer to get a thought processes on past behaviors as well as on behaviors themselves. As a result, it is difficult for job applicants to prepare for these questions as they do for the more traditionally asked questions. However, you can prepare for behavioral interviews. It is difficult to anticipate every single question as it is to prepare for every single traditional question that may be asked. But you can anticipate the areas of questioning which an employer is likely to probe and consider the type of responses you can give, and you can do much the same thing in which at least some of the type of questions asked are behavioral based questions. Of course, we are assuming you have had relevant experience and that you have positive stories you want to talk about. The major problem for most job applicants is not whether they have any related experiences, but rather they are thrown off balance by a particular question they did not anticipate. Some candidates have a difficult time formulating a good response under the stress of the interview.

A strategy that we suggest to prepare for these behavioral interview questions is two-fold. First, anticipate as many behavioral interview questions you are likely to be asked as possible. Consider the pharmaceutical sales position for which you are interviewing for. What kinds of behavioral questions do you think the pharmaceutical interviewer might want to ask? Are there any details on your resume or in your education or work history that might raise questions? Looking at it in this manner, you may be able to add questions to your behavioral list. Once you have compiled a list of behavioral type questions, your next step is to strategize responses that make sense. Your tactic should be to be honest but also look to sell yourself. In other words, how can you best answer the behavioral question honestly and yet do it in a favorable manner. It is important to remember that the pharmaceutical company will check your references when the company is looking to make you an offer. So it is vital to keep all of your answers focused on the truth.

Consider the questions about your real life performance and pull out as many examples as you can of how you have responded to relevant situations. If you have a lot of sales experience, most of the examples you use should be related to past jobs. However, if you are recently out of school, your answers do not have to be work-related. You should utilize examples taken from situations you encountered in organizations you belonged to at school or in volunteer experiences.

It is important to practice talking about your experiences in ways that support the points you want to express. Do not memorize your responses. When interviewers hear memorized responses, it is easy to detect and to characterize as “canned”. After all, you do not want the interviewer to feel that your responses are not genuine. You want your responses to sound thoughtful and intelligent and as if you were formulating them for the first time. Express your thoughts through possible responses by telling stories that set up
a situation, explains what you did, suggests why you took a particular action, and finally concludes by explicitly tying your response back to the question asked.

**THE STRESS INTERVIEW**

Formal qualifications are important but pharmaceutical sales positions require emotional demands, self-motivation, quick thinking, and competitiveness. You will need these characteristics not once in a while but every day. Even a candidate who knows all the technical moves may crumble under the weight of an etiquette-challenged supervisor or fail when encountering a compressed deadline. When interviewing for a pharmaceutical sales position, it is not enough to ascertain that you are capable of performing a pharmaceutical sales job under the best conditions. The pharmaceutical interviewer will try to find out for sure how you will do under the very worst conditions and this is where the stress interview comes in. If you have had one of these interviews, you probably have not forgotten it. The stress interview is designed not to be so pleasant but rather find out what the applicant is made of. A common stress interview question usually sounds curt or rude, which is exactly how it is supposed to sound.

**Recommendations for handling stress interviews:**

- Never let them see you sweat and stay calm.
- Do not become fluster or hostile.
- Recognize that it is a stress interview and do not take it personally.
- Watch your tone of voice and do not become sarcastic.

**QUESTIONS YOU SHOULD ASK IN THE INTERVIEW**

Do not forget that an interview is a two-way street. It is good to look at the interview as an opportunity for the employer to gain information about you, but it is vital to receive information about the position and the pharmaceutical company. This is so crucial, but many interviewers fail to get all the information they need to make proper decisions during their job searches. You should make a list of any questions you want employers to answer before going into the interview and ask them before leaving the interview. Timing is also important when asking the employer and interviewer questions. For example, avoid asking questions on benefits or salary in the initial stages of the interview. Be aware of the approximate length of the interview, so you can get all your questions answered before the interview time is up. Make sure your most sought after characteristics and skills are known before you leave the interview. The interviewer will not always emphasize these points, so bring them up to the interviewer. The following list is some general questions you should be prepared to ask in a pharmaceutical sales interview.

1. Who will be my immediate supervisor? Always meet this person before accepting a sales position with any pharmaceutical company.
2. What is your company’s organizational structure and where do these sales positions fit in?

3. Who was the last person to hold this particular pharmaceutical sales position?

4. What is the extent of travel required on this pharmaceutical sales position?

5. Do you have a training program for this position? If so, please explain how the program works.

6. Are graduate degree programs available to employees in this position?

7. What are the possibilities for promotion?

8. I am extremely interested in this pharmaceutical sales position. When will I hear from you regarding further action or interviews?

A LIST OF PHARMACEUTICAL SALES INTERVIEW MISTAKES

There are some mistakes that will make a pharmaceutical sales interviewer cringe and some to quickly suggest that you apply to other pharmaceutical companies. Obviously, it is important to avoid these in your interviews or in the answers to your interview questions:

• Showing up late to your interview.

• Poor grooming.

• Lack of focus.

• Dishonesty.

• Lack of knowledge of the company or industry.

• Lack of enthusiasm/interest.

• Not directly answering the interview questions.

• Lack of eye contact.
• Any negativity, especially in discussing your past employers.

Although most pharmaceutical interviewers will not consider most of these mistakes as an automatic reason for dismissal, an accumulation of two or more will bring into question whether or not you are suitable for this position.
Some candidates go into a pharmaceutical interview thinking they are there for only one reason: to answer the interviewer’s questions. Nothing is further from the truth when interviewing for a pharmaceutical sales opportunity. You are going to the interview for only one reason, and that reason is to sell the interviewer on the fact that you are the best applicant for the sales opening.

You can accomplish this by giving terrific answers to the questions asked, by asking great questions about the pharmaceutical company and their open position, and also by explaining to the interviewer the things about yourself that you want them to know. Many candidates are prepared to answer interview questions, but hesitate to volunteer information unless it is asked for—even if that information concerns some of their key strengths or skills. It is extremely vital to sell yourself in these pharmaceutical sales interviews. The fact that you have been called in for the pharmaceutical sales interview has provided you with an opportunity to sell yourself. Do not disregard the interview just because the interviewer from the pharmaceutical company fails to ask the questions you were anticipating. Find some way to give answers which reveals your major assets.

Many less experienced interviewers have a tendency to talk too much. In these interviews, as an applicant, you must take charge and ask questions constantly. If the pharmaceutical interviewer has been talking nonstop for 10 minutes when they say, “Our company has increased sales 30% for the past five years,” politely interrupt with a question like, “That is very impressive. How has the company maintained such growth?”

At the opposite extreme is a pharmaceutical company interviewer who will let an applicant ramble on and on to a single question because they have so few to ask. If you are faced with this situation, watch how the pharmaceutical interviewer is reacting. If they exhibit what seems to be a negative response—crossing arms, sitting uncomfortably upright in the chair, fidgeting, shuffling papers, looking around the room—change the subject immediately and ask them a question. This will get the interviewer back involved with the interview. Do not make the mistake of talking faster once you notice the interviewer’s discomfort. You may think that this will help you in your interview but it is more likely that the interviewer just wants to talk for a minute or two.

In Chapter 21, we have provided many common pharmaceutical sales interview questions with recommended answers to those questions. Remember that a pharmaceutical sales interview with a District or Regional Sales Manager will be quite different from that with the human resource department. If you handle it correctly, it also presents a greater opportunity to allow your key strengths to become noticed.