

JOB APPLICANT (CLERICAL-FT/PT) INTERVIEW – FACE TO FACE

Name of Applicant: _____ **Date of Interview:** _____

Location: _____ **Name of Interviewer:** _____

Notes for the Interviewer:

- Conduct the interview with privacy and with no, or minimum, interruptions. If necessary, arrange the appointment to be held before you open, or after you close the store.
- Put applicants at ease. Welcome them; thank them for coming; show them around the store; offer them a drink of water; offer them a seat, strategically placed to ensure no distractions.
- Let them know that you will be asking them a few questions and that you will be making notes because you don't want to rely on your memory.
- Assure them that all information is treated in strictest confidence.
- Do the best you can to make the interview an enjoyable experience for both of you.
- Use their first name correctly and often.

(First name of Applicant), let's talk about your current/last job...

What did you enjoy the most about your current/last job?

What did you enjoy the least about it?

Why did you leave (or why are you thinking of leaving) your most recent job?

If I were to ask your (previous) supervisor, what would he/she say about your attendance; your job performance; your dependability?

Tell me about your most recent performance review. What was mentioned about how you could improve?

At your current/last job, how did you fill downtimes?

Describe a recent problem you had with one of your manager's decisions. (Listen and then ask):
How did *you* handle it?

Which situations might have kept you from coming to work on time at your last job? How often did that occur?

Tell me about your most frustrating experience as a (current/last title). (Listen and then ask): How did you handle it?

In thinking about your previous employment history, let me ask you...

Can you give me an example of when you did something without being asked? Can you give me another example?

When you had a lot of work to do and not enough time or assistance to get it all done, how did you handle it?

I'd like to ask you a few questions about work in general:

Priorities often change suddenly throughout a work day. If you are asked to quickly do another task, how does that affect your mood? What if it's the third time before noon?

How would you respond to an irate customer?

How would you handle a customer who has to wait for a long time?

In your opinion, what characteristics that you possess make you a good candidate for this job?

What outside situations do you think could affect your dependability on the job?

Would you describe some things in your work or personal life that you have been most excited about?

Where would you like to be one year from now? What about two years?

Post Interview Notes:

- Let the candidate know that you're finished with your questions.
- Thank them for their time and their candour.
- Ask them if they have any questions for you.
- Be sure to let them know when they can expect to hear back from you. And stick to it!

Happy hiring!