

**JOB APPLICANT (MANAGEMENT) 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?

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What did you enjoy the least about it?

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

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

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Would your current/previous employer say you are trustworthy? Why or why not?

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

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

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

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Think about the last time your manager critiqued your work. How did you respond?

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

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

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

Can you give me an example of a difficult or problem situation you encountered? How did you  
handle it?

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If you had a difficulty or a problem and no supervisor was available at the time, how did you  
handle it?

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

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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?

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**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?

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How would you respond to 10 people asking you the same question each day?

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When do you find it most difficult to give your full attention to an individual? How do you usually overcome this?

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How do you handle multiple task interruptions?

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How would you respond to an irate customer?

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

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How would you deal with an angry customer on the phone? How about in person?

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What three things customers might do would most likely make you angry?

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

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

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

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

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**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!**