# Smile and put the candidate at ease. Remember the 80/20 Rule. You should listen for 80% of the interview and speak for 20% of the time during the interview.

Weekend Availability? Holidays? Y or N Able to work 4 shifts/week? Y or N

 **0 1 2**

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| --- | --- | --- | --- | --- |
| 1. Tell me a little about yourself. | 2 = Smiles often and makes eye contact..  Friendly, upbeat, positive attitude and/or outgoing. 1 = More reserved. Does not smile often. 0 = Does not smile. No eye contact. Unfriendly. Response:  |  |  |  |
| 2. Please tell me about your greatest accomplishment.  | 2 = Describes a specific situation and explains WHY it  was so important - shows motivation or initiative 1 = Describes specific situation0 = No answer or vague responseResponse:  |  |  |  |
| 3. Why do you want to work for Restaurant?  | 2 = Knowledgeable about Restaurant, likes Restaurant,  gives TWO or more good reasons why they want  to work at Restaurant 1 = Gives ONE reason why they want to work for Restaurant 0 = Does not know Restaurant. No answer or vague response Response:  |  |  |  |
| 4. A guest receives burnt chicken and is very upset. What would you do? | 2 = Listens, apologizes, tells a manager, solves the problem and makes sure the guest is happy. 1 = Only apologizes, does nothing to improve situation  or change the customer’s perception 0 = Confronts the customer, gets defensive, has negative response, no answer or vague response Response:  |  |  |  |
| 5. Why should I hire you?  | 2 = Smiles and mentions TWO or more of the following: Loves Restaurants, Friendly , Has Customer Service Experience, Motivated, Honest, Has Integrity, Energetic, Hard Working Loves People, Outgoing 1 = Mentions ONE of the above 0 = No answer or vague response Response:  |  |  |  |

**5 = Minimum Score to continue interview process Total Score: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Do you have any questions for me? Notes: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Second interview? Y or N If yes, date and time:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

## Candidate Name

**Interviewer Name Date**