**Sample Interview Questions**

*The interview is your opportunity to sell your business as a great place to work. Building rapport with employees begins here. This is the applicant’s first impression of you and your business. At the same time you are making decisions concerning your business’s most valuable asset –* ***its people****.*

**Note: *As you are asking these questions it helps to take notes.***

**IMPORTANT: Never write on the employee’s application!!!! Keep notes on a separate sheet of paper**.

***Write down both negative and positive statements. Also limit your comments or reactions to what they are saying. Look for individuals who are non-communicative or are evasive and vague in their answers to your questions. Dishonest applicants tend to not express opinions until they feel confident they know the answers you want to hear.***

*Try to ask these questions in a conversational tone.*

1. Why are you looking for a job at this time?
2. What hours do you prefer to work? What hours are you available to work? What hours can’t you work?

 Prefer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Available: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Unavailable: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. Have you ever been fired or asked to resign from a job? Explain.

4. Of the jobs you have had, which did you enjoy the most/least? Why?

 Most: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Least: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 5. Of the jobs you have had, which was the hardest? Why? How long were you at this job?

 6. Tell me about the best boss you ever had.

 7. Describe the worst boss you ever had.

 8. How many days did you miss work in the past year?

 Why?

 9. Have you ever been involved in a sales position or done any suggestive selling?

 Explain.

1. Have you ever been in a cash handling position before?

 Explain.

11. Tell me about a time you dealt with a difficult customer or co-worker.

 How did you handle that situation?

12. How often do you play lottery, video poker, or scratch-off game cards?

13. Do you know anyone that works here?

 If so who?

14. Is there anything else you would like to tell me?

**More Good Sample Interview Questions**

**Customer Service:**

* Tell me about your experience dealing with the public.
* Describe any difficult situations you have had in dealing with the public. What did you do in these situations?

 What were the results?

* Describe the best example you can think of when you were willing to help out another person?

What was the situation?

What did you do?

What was the result?

**Motivation:**

* Tell me about the last time you went "the extra mile" so that

 everyone on your team could benefit from your actions.

* Describe how you go about setting priorities when you have a number of different things to do, all of which must be completed before the end of your shift?
* Tell me about anything that's hard for you to do, whether it's going to school, balancing your life with work, etc.

What are the things that make it difficult?

What do you do to overcome these difficulties? What are the results of your actions?

**People Skills:**

* If I talked to your current or past co-workers, what would be some strengths they would say you have?
* What would they say are weaknesses or things you need to improve?
* Tell me about the last time you went out of your way to get to know someone.
* Describe any conflicts you have experienced with co-workers:

 How did you handle the conflict?

 What was the result?

**Handling Details:**

* Describe the most challenging assignment you have worked on that had to be completed quickly and without mistakes. What did you do to make sure that it was done on time and correctly?

 What was the result of your actions?

* Tell me about how what you to do when you handled money in your previous job.

 Describe any record keeping that was required.

* Describe what your duties were in terms of re-stocking the shelves and keeping the store clean.