



INTERVIEW GUIDE

CANDIDATE PRE-SCREENING

- What positions are we looking to fill and how many candidates do we need?
- Ask your Market Leader to post an ad on indeed using the proper job description.
- Gather resumes/applications and screen them.
 - Look for relevant work experience. QSR, customer service etc.
 - Availability. Does it fit with position you are hiring for?
 - Skills listed are relevant. Team sports etc.
 - Do they jump around from job to job staying only a short time at each?
 - Gaps with no employment
 - Check social media presence
- Determine the candidates that you would like to move forward with.
- Schedule interviews with top candidates.

BEFORE THE INTERVIEW

- Make sure your appearance is professional (not covered in flour and oil)
- Review the resume, application and reference notes.
- Come prepared with the application and interview guide.
- Make sure interview is planned on the schedule and have a shift leader (or above) scheduled to cover the floor.
- Remove distractions and choose a quiet spot away from the guests for privacy.
- Be punctual and hospitable (bottle of water)
- Ready to be an active listener and be engaged.
- Prepare open ended/follow up questions to further gather information you require to make a hiring decision.

INTERVIEW STEPS

- Greet the candidate. (Warm smile, handshake, good first impression)
- Introduce yourself and the role being interviewed for.
- Explain that you will be taking notes during the interview.
- Take detailed notes and document candidate quotes and comments.
- Be prepared to ask open ended questions to gather more information.
- Observe the candidate's appearance, dress, hygiene and communication.
- Ask probing questions if the candidate's answers are not clear.
- Encourage and answer candidate's questions.
- Thank the candidate and explain the next steps and close the interview.
- If you feel the fit is right you can ask if the candidate would like to come in the kitchen and have an OJE (on the job evaluation). Take only 10 mins or so and offer them lunch on us for taking the time. (This is a great opportunity to see them in action were they active and inquisitive or nervous and just standing there?)

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NAME:	DATE:
INTERVIEWER:	STORE #

Get to know them: break the ice with these questions, make them feel comfortable.

- Tell me about yourself.
- Are you currently in school? If so, what are you taking?
- What are some of your favourite things to do?
- Why do you want to work in customer service?
- How would others describe you?

[illegible]



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Please answer questions on lines provided and when reviewing after the interview is complete, please circle yes or no for the hospitality quotient.

1. Tell me about your favourite Restaurant?

- What makes it so great?
- Tell me more about what you like?

Hospitality Quotient Passion

YES or NO

2. Tell me about a time when you went above and beyond a guests' or your parents expectations?

- What motivated you to go beyond?
- What were the results?
- How did the guest or your parents react?

Hospitality Quotient Hospitality

YES or NO



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3. Tell me about a time when a guest or person was upset with you?

- How did you handle it?
- What was the outcome?

Hospitality Quotient Integrity

YES or NO

4. Describe how you would handle an upset Church's customer who received the wrong order?

- How would you handle it if you felt the customer was still not satisfied?

Hospitality Quotient Integrity

YES or NO



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5. Tell me about a time you had difficulty getting others to work together on a project or problem at work or school?

- How did you handle it and what was the outcome?
- What role did you play in orchestrating the solution?
- What, if any suggestions did you provide to ensure this did not repeat itself?

Hospitality Quotient Leadership

YES or NO

6. Tell me about a time when you had a conflict with a co-worker or team member?

- How did you handle the situation and what was the outcome?
- What role did you play in orchestrating the solution?

Hospitality Quotient Integrity

YES or NO



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7. Tell me about a time when you had to motivate a team or group? (Sports, work or school).

- How did you influence others?
- What as the result?
- How did you feel?

Hospitality Quotient Leadership

YES or NO

8. Tell me about things you have done that demonstrate your willingness to work hard? (Previous job or school)

- What was the result?
- How did you feel?

Hospitality Quotient Work Ethic

YES or NO



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9. Describe a situation when all your hard work seemed like it didn't matter. What did you do about it?

- What was the result?
- How did you feel?

Hospitality Quotient Work Ethic

Yes OR NO

At Church's we are focused on speed, accuracy and friendliness.

- What steps would you take to improve on our speed of service?

- What steps would you take to help us improve our friendliness?



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EVALUATION

Complete the section below to determine if the candidate is a good fit for the position.

Add comments at the bottom if needed.

QUESTION	CHARACTER TRAIT	HQ YES	HQ NO
1.	PASSION	☐	☐
2.	HOSPITALITY	☐	☐
3.	INTEGRITY	☐	☐
4.	INTEGRITY	☐	☐
5.	LEADERSHIP	☐	☐
6.	INTEGRITY	☐	☐
7.	LEADERSHIP	☐	☐
8.	WORK ETHIC	☐	☐
9.	WORK ETHIC	☐	☐

RECOMMEND HIRING

YES

NO

Did they smile consistently through the interview?

Did they consistently make eye contact throughout the interview?

COMMENTS:

INTERVIEWER SIGNATURE_____



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REFERENCE CHECK FORM

Completed by: _____ Position: _____

Date completed: _____

Candidate's Name		Position Applied For	
Reference Name		Reference Company	
Contact Information			

- Introduce yourself and the person you are getting a reference for.
- Let them know this will be quick and thank them for their time.

Best Practice – be somewhere you will not be distracted or interrupted. Use all your active listening skills. Truly listen to what they say but pay just as much attention to what they don't say.

QUESTIONS

1. How long did _____ work for you?
2. What was _____'s salary?
3. Would you rehire _____?

Thank them for their time.