

STRUCTURED INTERVIEWING FORM

Applicant's Name _____ Position _____

Interviewer's Name _____ Date _____

*You may write on this form; **DO NOT** write on the application blank!*

REMEMBER: *It is illegal to ask any question that does not pertain to the applicant's ability to perform the job.*

CHECKLIST:

- Is the application complete?
- Are you and the applicant positioned correctly?
- Have you reviewed the steps of the interviewing process?
- Have you encouraged the applicant to be honest?
- Have you "sold" your company?

VERIFY KEY QUESTIONS: (*"I know these questions were on the application, but I want to review them with you."*)

NOTE: *As you are asking these questions, it helps to take notes. (Be careful to write down both the positive and negative statements.) Also, limit your comments and reactions to what they are saying. Look for individuals who are non-communicative in the interview or are evasive and vague in their answers to questions. Dishonest applicants tend to ride the fence and will often try to not express opinions until they feel confident they know the answer you want to hear.*

1. Why are you looking for a job at this time?

2. How far away do you live from this job? Are you willing to work at another location?

3. Do you have reliable transportation? What is it?

4. What hours do you prefer to work? What hours are you available to work? What hours can't you work?

Prefer: _____

Available: _____

Unavailable: _____

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

*If the applicant is unwilling to work the hours you need or has other problems meeting basic criteria, diplomatically close the interview by telling him or her that the most qualified applicants will be contacted. **Do not make this a negative interviewing experience for the applicant!***

INSIGHT QUESTIONS: (Try to ask these questions in a conversational tone.)

The interview is your chance to sell your company as a great place to work. Building rapport with employees begins here, with the applicant's first impression of the company closely matching his or her first impression of you, the interviewer. At the same time, you are making decisions concerning your company's most valuable asset – its people. For these reasons, it is important to continually improve your interviewing skills.

NOTE: Begin the structured interview by building rapport with the applicant, making him or her feel comfortable. Then give the applicant a verbal outline of the conversation about to take place. The following is a sample of the type of introductory conversation you might want to use:

I am so glad you decided to come in and apply. I want you to realize there are no right or wrong answers in this interview. So just relax and try not to worry about perfect answers. The only perfect answers are the ones you truly believe when you say them.

Here's what we are going to do. First, I would like to gather some information so I can get to know you a little better. Then, after my questions, I will give you some background on our company and the position in more detail. Finally, I will answer, to the best of my ability, whatever questions you might have. The most important thing you can do is be completely honest. Everyone has made mistakes. As long as you are honest about them, we will consider you for this position. If you aren't honest, however, and I find out, I can't hire you. And, if we do hire you, and information emerges indicating a lack of complete honesty, we will have to fire you. Therefore, complete openness and honesty are priorities here.

1. What do you think it takes to be a good _____?
(Fill the blank with the job you're trying to fill, i.e., cashier, stocker, server, etc.)

2. How do you think you fit into this description and why?

3. Tell me about your first paying job. Tell me three things you learned in that job. Did you do anything before that to earn money? What was your next job? (Briefly review all jobs.)

4. Of all of these jobs, which did you enjoy the most? Why? The least? Why?

Most: _____

Least: _____

5. Of all of these jobs, 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.

INSIGHT QUESTIONS: *(continued)*

8. Have you ever been fired or asked to resign from a job, and if so, what were the circumstances?

9. How many days did you miss work in the past year due to something other than personal illness? Why?

10. Did you stay late or come into work early on short notice in your last job? Could you do so in this one?

11. Have you ever been in a cash handling position before? What was the largest amount your drawer ever came up short? How was this issue resolved?

12. Tell me about a time you dealt with a difficult customer, co-worker, supervisor (*choose the most appropriate*). How did you handle that situation?

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

14. What illegal drugs have you used?

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