

## Interview Checklist

Date: \_\_\_\_\_ Interview by: \_\_\_\_\_ Applicant Name: \_\_\_\_\_

### Scores (0-10)

- \_\_\_\_\_ **Resume** - Look for candidates that meet all your required criteria and score extra for those that meet your desired criteria. Once you have narrowed your selection, based on how well the applicants match with the job descriptions, you are ready to conduct your interviews.
- \_\_\_\_\_ **Rank your first impression** - Overly Confident, Good presence, Aloof Distant, Cocky, Unable to create rapport
- \_\_\_\_\_ **Do you know why the person is seeking employment with your organization?** - Needs a Job Experience, Needs a Change, Likes Industry, Heard about the Company, Unhappy at current Job/Situation, Does not know why
- \_\_\_\_\_ **What do they know about your company?** - Knows the company, Some Knowledge, Not much, Knows nothing
- \_\_\_\_\_ **Ability to supervise** - How would you rate the employee's ability to organize, plan and lead subordinates?
- \_\_\_\_\_ **Customer Service** - Does this employee have a warm and sociable attitude towards customers?
- \_\_\_\_\_ **Personal Appearance** - What impression does your employee's personal appearance make?
- \_\_\_\_\_ **Personality Characteristics** - How would you rate their ability to get along with others?
- \_\_\_\_\_ **Growth Potential** - Does this person have the ability to teach and lead others? Are they able to learn and adapt quickly?
- \_\_\_\_\_ **Safety & Office Appearance** - Does this person demonstrate an ability to follow the rules? How well do they look after the equipment or office space they are provided?
- \_\_\_\_\_ **Attendance** - Does this person show up for work, or are they routinely absent without permission?
- \_\_\_\_\_ **Stability, Personality** - How stable is this person? How do they deal with pressure? How confident do they appear? How would they describe their predominant mood?
- \_\_\_\_\_ **Attitude** - How willing is this person to carry out instructions and cooperate with you and fellow employees? Are they a team player? Do you observe passive resistance or blatant argumentative tendencies?
- \_\_\_\_\_ **Ability to change** - Is this person able to adapt to changing conditions and learn quickly?

- \_\_\_\_\_ **Initiative** - To what degree does this employee think constructively and take appropriate action? How much supervision does this person require? Are they fair and balanced in decision making?
- \_\_\_\_\_ **Dependability** - How much does this person work conscientiously and in line with instructions? How much do you have to check and verify their work?
- \_\_\_\_\_ **Quantity of work** - Is there a satisfactory amount of output? Do they over promise or under deliver? Are they slow or do they work hard and turn out more work than required?
- \_\_\_\_\_ **Job Knowledge** - To what level do they understand all phases of work? Do they excel at the job or do they lack knowledge in the job or certain areas?
- \_\_\_\_\_ **Quality of work** - Is there a consistent level of performance in meeting or exceeding quality standards?

## **Interview Agenda**

1. Introductions and ice breaker
2. Determine why the individual is interested in working for the company?
3. What do they actually know about your organization?
4. Give further details about the job, i.e. start date, brief description, salary etc.
5. Inquire about previous job experience that they think might be appropriate.
6. Ask scenario questions like:
  - If the following situation happened to you at work, how would you handle it?
  - Did you complete college or university?
  - Do you consider yourself a hard worker?
  - Use open ended question to get a much more detailed answers:
    - What did you like the most and the least about your last boss?
    - Where do you see yourself in five years?
    - Describe what your perfect boss would be like.
7. Conclude the interview

# Interview Tips

## General Tips

Do not gamble on getting great employees. Invest in your company and your employees. In a service based business, human resources are your most valuable asset. Do not gamble on getting great employees - create them by investing in your company and your people.

In a service based business, human resources are your most valuable asset. Remember, a service cannot be inventoried; it has to be experienced and that means your employees must have the 'right stuff'. The employee should have the ability to communicate and gain trust.

1. Take time to prepare. Make sure that you conduct a thorough interview. It is as important as training a new employee.
2. First, identify those qualifications, skills or experiences that are required and those that are desired.
3. Use an Interview Checklist
4. Prepare and use an Interview Agenda

## Decision Making Tips

Remember, people always put their best foot forward in an interview; this is as good as it gets. If there is something you do not like or cannot live with, do not proceed. It is unlikely that things will get any better than what you see in the interview.

1. Once you have completed all your interviews, take a breather.
2. Do not delay too long in reviewing the information you have gathered.
3. Make your choice and then call all the applicants back.
4. Start with your first choice just in case he/she turns you down. If they do, then call the second choice on your list.