

CREW MEMBER INTERVIEW GUIDE

Date: _____ Applicant Name: _____ Email: _____ Store: _____	Current Status / Next Steps: References checked or documented? Offered Position? If not offered, consider in future?	Yes	No
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Keys to a Successful Interview

Review Application, does availability work, Previous job, and reason for leaving
 Gather Application, Job Description, and Interview Guide
 Schedule the interview in advance
 Minimize interruptions
 Review the application
 Introduce yourself and explain your role
 Put candidate at ease, build rapport
 Explain the purpose and structure of the interview

Guide the interview at all times
 Let the applicant do most of the talking
 Listen attentively
 Consider the applicant's and the store's needs
 Allow the applicant to read and sign the job description
 Give the applicant an opportunity to ask questions
 Explain the next steps
 Close the interview and thank the applicant.

Are you at least 16 years of age?

Yes

No

Could you pass a criminal background check?

Yes

No

Can you please tell me a little bit about yourself? What should I know about you? (Active lifestyle, humor, etc.)

What do you like most (and/or least) about your current or last job or school subjects?

Why Five Guys? (Serving others, fast pace, hard work, high standards, good reputation)

Work History

Can you tell me about your main responsibilities at your last job?

What was your reason for leaving and what would your references say?

NOTES:

A Servants Heart – Passion to help others (Customer Focused)

Experienced (Previous work experience)

Q: It's tough to cope with interruptions when you have more to do than time will allow. Tell me about the last time you were extremely busy and a customer, coworker, or classmate asked for your help.

Demonstrated:

Goes Above and Beyond, Helps Others,
Handles Difficult Customers,
Emphasizes Quality, Customer Service

Inexperienced (No previous work experience)

Q: Tell me about the last time you went out of your way to help a stranger or someone you didn't know well.

Not Demonstrated:

Goes Above and Beyond, Helps Others,
Handles Difficult Customers,
Emphasizes Quality, Customer Service

Do what is asked and one more thing (Drives for Results)

Experienced (Previous work experience)

Q: Tell me about the last time you went beyond the requirements of your job, or "beyond the call of duty", to accomplish a goal or objective.

Demonstrated:

Extra Effort, Persistent, Completes Tasks,
Achieves Goals

Inexperienced (No previous work experience)

Q: Tell me about a time you were able to complete a particularly tiresome task, even though it took a very long time to do.

Not Demonstrated:

Extra Effort, Persistent, Completes
Tasks, Achieves Goals

Show Understanding, Working Hard, and Enjoying the Journey (Dependability)

Experienced (Previous work experience)

Q: Every now and then, we all miss a day of work or school. Tell me about the last day you missed.

Demonstrated:

Meets Commitment/deadlines, Reliable,
Communicates Issues Proactively

Inexperienced (No previous work experience)

Q: Please tell me about the best compliment or recognition you received for your dependability (e.g., good school attendance, getting assignments in on time, etc.)

Not Demonstrated:

Meets Commitment/deadlines, Reliable,
Communicates Issues Proactively

Make Sound Decisions – Passion for ALWAYS doing the Right Thing (Decision Making)

Experienced (Previous work experience)

Q: Sometimes a supervisor is unavailable when decisions need to be made to complete a task. Tell me about the most important decision you had to make under these circumstances.

Demonstrated:

Makes good decisions, requires little
direction, doesn't wait to be told what to do

Inexperienced (No previous work experience)

Q: Describe a large project you completed for a school or community/volunteer group with little or no direction or input from others.

Not Demonstrated:

Makes Good Decisions, Requires Little
Direction, Doesn't Wait to Be Told What to
Do

Approachable and Transparent at All levels – Responsible for the Wins and the Mistakes (Self-Development)

Experienced (Previous work experience)

Q: Tell me about the last time your supervisor took you aside to provide constructive feedback on your work performance or work habits. What did you do with this feedback?

Demonstrated:
Accepts Criticism without Defensiveness
Modifies Behavior as Appropriate,
Welcomes Feedback, Pursues Self-
Development

Inexperienced (No previous work experience)

Q: We all get coached from time to time, sometimes fairly and sometimes unfairly. Tell me about how you have handled constructive criticism from a teacher, coach, or person of authority.

Not Demonstrated:
Accepts Criticism without Defensiveness
Modifies Behavior as Appropriate,
Welcomes Feedback, Pursues Self-
Development

Foster teamwork, approachable and transparent at all levels (Teamwork)

Experienced Candidate (Previous work experience)

Q: Tell me about the last time you saw the best results working as part of a team on the job

Demonstrated:
Supportive, Cooperative, Collaborative,
Develops Relationships, Team Player

Inexperienced (No previous work experience)

Q: Describe your best example of working closely with others, for example, with classmates or sports teammates.

Not Demonstrated:
Supportive, Cooperative, Collaborative,
Develops Relationships, Team Player

Wrap Up Have you completed the following?

Yes

No

Provided information about pay, uniforms, hours, ect.

Asked the applicant if they have a reliable means of getting to work

Sell the company

Asked the applicant if they had any questions

Explained that references will be checked

Told the applicant when you will contact them (if applicable)

Notes:

TELEPHONE REFERENCE

Applicant's Name	References Checked By:
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Previous Employer School Contact	Name of Employer/School	
	City/State	Phone
	Date Contact Made	Immediate Supervisor? Yes No
	Name of Person Contacted	Title of Person Contacted

Employment/Education Verification	Employment Dates?	
	Position Held	Rate of Pay
	Job Responsibilities	
	Reason for Leaving?	
	Would you rehire?	If not, why?
	What amount of supervision did he/she need?	
	What here his/her strongest points?	
	What were his/her weak points?	
Please provide any additional information that may help verify this candidate's employment history.		