

## Interview Questions

Here are some “must questions” which should be asked during almost every interview. (Notice how a “yes” or “no” answer will not be sufficient.)

1. (If presently employed) Why are you seeking a job change?
2. Which of your various jobs did you like the best? The least? Why?
3. Why did you leave your last job? (Repeat for all previous jobs.)
4. Tell me about a typical day in your present (or last) job.
5. What type of criticism has your former manager given you?
6. If you could have made improvements in your last job, what would they have been?
7. What has been the most interesting job or project so far in your career?
8. Describe the best person who ever worked for you or you ever worked for.
9. What kind of people annoy you?
10. How do you think your previous experience ties in with the job we have open?
11. Describe emergencies in some of your jobs for which you had to reschedule your time.
12. In what way would you like our company to assist you if you join us?
13. What are your career goals?
14. What are you really good at professionally?
15. What are you not good at or not interested in doing?
16. What accomplishments are you most proud of?
17. What were some low points during your last job?
18. How well did your performance compare to the previous year? To the plan? To your peers?

### Behavioral Questions

1. Give me an example of the most irate customer you’ve ever had and how you handled it.
2. Tell me when you had an irate customer service experience and you blew it.
3. Can you give me a time when you had to give very detailed instructions and the person didn’t understand?
4. Describe a time when you helped a co-worker out of a difficult situation.
5. Describe a situation where multiple priorities were pulling you in several directions at once. What did you do?
6. Describe a time when you were unsuccessful at providing outstanding customer service for a difficult customer.

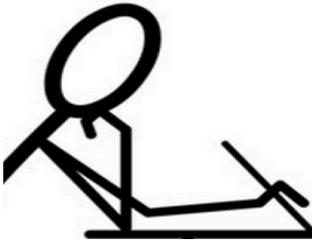
### Special Questions for Sales Applicants

1. What would you say if a customer says “Your price is too high.” ?
2. What would you say if a customer says, “I am satisfied with my present supplier.” ?
3. What would you say if a customer says, “We don’t need that high a quality.” ?
4. Who has been the most interesting client or customer so far in your career?

### Questions to Trip-Up the Applicant

1. **Give the applicant a problem to solve.** “What would you do if you were closing a convenience store and a customer wanted something special?”
2. **Keep asking “Why?”** Act like you are not satisfied with the answer to a question. Keep pushing for more information.
3. **Sit and stare.** Not a nice thing to do, but it does make applicants squirm a little. See how they handle it. You may get more information.
4. **Be critical.** “Do you think it was smart of you to drop out of high school?” “Don’t you ever wonder why you can’t keep a job very long?” This will show you how the applicant can handle criticism.
5. **Schedule interruptions.** See if the person can pick up the pieces and get back on track.

Finally, here are some things to look for in “body language” during the job interview.



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1. **Signs of nervousness:** Look for chair tilting, jumpiness, nail biting, tics, slouching in chair, hand movements.
2. **Poor grooming:** Observe shoes, fingernails, make-up, hair grooming, choice of clothing, cleanliness and neatness.
3. **Use of pat phrases:** Listen for verbal crutches, such as “To tell you the truth:” “Frankly,” “Basically,” and “You know.”
4. **Lapse of memory:** Inability to remember dates, job changes, and important events.

In summary, keep in mind that you are buying, not selling, when you conduct an interview. You have a right to be choosy. And, the applicant should demonstrate selectivity, and not just appear to be taking any job that comes along.

Today, the astute applicant (who may turn out to be an excellent employee) will want to know all about your company to determine how well they will fit into your company culture. Conversely, some managers become a little suspicious of the applicant who asks about the details of the dental insurance coverage, or how long it takes to be covered under health insurance.

### Some Questions NOT to ASK

Train yourself (and anyone who does interviewing for you) to refrain from asking any questions of the type below:

1. What nationality are you? Is that a particular ethnic group surname?
2. What church are you a member of? Do your children go to Sunday school?
3. What does your spouse do for a living?
4. Who will take care of your children after school?
5. Are you planning any additions to your family?
6. Are you engaged to be married? Do you go steady with anyone at this time?
7. Do you speak, read or write a foreign language? (Ask only if job-related, and then only ask about the language requirement of the job.)
8. How will you get to work every day?
9. What was your mother's maiden name? Was your name ever changed from what it is now?
10. Do you own a car? Can you drive a car? (Ask only if needed as a job requirement, e.g., for sales work, deliveries, etc.)
11. Did you ever receive unemployment compensation after leaving a former job?
12. Why were you discharged from military service? Are you a member of the reserves? Will you have to go to guard camp every year? Do you get a disability pension?
13. When do you plan to retire?
14. Do you have a bank account? (Checking account, IRA, stocks, bonds, own your home, own rental property...)
15. Do you have a second job? (You may ask if a second job conflicts in any way with your business objectives or customers' needs.)
16. When will your baby be delivered?
17. Is your roommate male or female?
18. Have you ever been arrested? (It is all right to ask if they have ever been convicted of a felony or a major misdemeanor.)

There are many more “illegal” questions. In general, avoid anything related to age, sex, color, race, creed, national origin, religious persuasion, marital status, political belief, physical well-being, or disabilities. **Ask only job-related questions. Remember, make notes on a separate sheet, not on the application form itself.**