**Interview Guide - FOH**

Use the interview template & evaluation below to assess the candidate’s overall qualifications. Under each heading, give the candidate a numerical rating and share any comments. The numerical rating is based on the scale below.

Applicant Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Interviewer Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Position Applied For: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Interview Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Professionalism:**

* Was the candidate on time?
* Was the candidate properly dressed and groomed for the interview?
* Did the candidate have a warm, genuine smile and demeanor?

**General Candidacy and Interest in Role (Ask all questions below):**

* Please walk me through your resume, tell me about the role, your responsibilities, and why you chose and left each role (dig into any gaps in resume)
* What interests you about working here specifically?

**Job-Specific Skills (Pick 1 to 2 questions below):**

* Tell me about a time you turned around a customer’s experience from negative to positive
* Tell me about the best compliment you have ever received in one of your jobs
* Walk me through your favorite restaurant’s menu – why do you love it?
* What are some details you learn about your customers / guests? How do you connect with them?
* How do you anticipate needs? Meaning, how do you identify a need of a guest before they realize they need it or ask?
* What do you think would make a great experience for a guest here?

**Self-Awareness (Pick 1 question below):**

* What are the top three challenges they face at your current job?
* Tell me about the last time you made a mistake at work
* Tell me about something you learned that made you better at your job

**Time Management (Ask all question below):**

* Tell me about the highest pressure shift you ever worked

**Teamwork (Pick 1 question below):**

* Tell me about a time you went above your own responsibilities to help the team
* Tell me about a time you disagreed with your boss or supervisor

**Wrap Up (Ask all questions below):**

* How many shifts, ideally, are you able to work?
* Do you have any restrictions on your availability? If so, what are they?
* How soon would you be able to start?
* Are you able to stand or walk for more than 8 hours per day?
* Are you able to push or pull a max of 150 lbs and lift or carry a max of 50 lbs?
* What questions do you have for me?
* Explain the next steps and thank them for their time

**Interview Guide - BOH**

Use the interview template & evaluation below to assess the candidate’s overall qualifications. Under each heading, give the candidate a numerical rating and share any comments. The numerical rating is based on the scale below.

Applicant Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Interviewer Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Position Applied For: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Interview Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Professionalism:**

* Was the candidate on time?
* Was the candidate properly dressed and groomed for the interview?
* Did the candidate have a warm, genuine smile and demeanor?

**General Candidacy and Interest in Role (Ask all questions below):**

* Please walk me through your resume, tell me about the role, your responsibilities, and why you chose and left each role (dig into any gaps in resume)
* What interests you about working here specifically?

**Job-Specific Skills (Pick 1 to 2 questions below):**

* What cleaning activities do you think are necessary in the kitchen?
* You have a question about something, but the chef isn’t around, what do you do?
* How do you ensure your station is well stocked, even when it’s busy?
* What do you do when things are slow during the least busy times?

**Self-Awareness (Pick 1 question below):**

* What are the top three challenges they face at your current job?
* Tell me about the last time you made a mistake at work
* Tell me about something you learned that made you better at your job

**Time Management (Ask all question below):**

* Tell me about the highest pressure shift you ever worked

**Teamwork (Pick 1 question below):**

* Tell me about a time you went above your own responsibilities to help the team
* Tell me about a time you disagreed with your boss or supervisor

**Wrap Up (Ask all questions below):**

* How many shifts, ideally, are you able to work?
* Do you have any restrictions on your availability? If so, what are they?
* How soon would you be able to start?
* Are you able to stand or walk for more than 8 hours per day?
* Are you able to push or pull a max of 150 lbs and lift or carry a max of 50 lbs?
* What questions do you have for me?
* Explain the next steps and thank them for their time

**Interview Evaluation**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Scale: | Excellent  (4) | Good  (3) | Fair  (2) | Poor  (1) | Comments |
| Professionalism |  |  |  |  |  |
| General Candidacy and Interest in Role |  |  |  |  |  |
| Job-Specific Skills |  |  |  |  |  |
| Self-Awareness |  |  |  |  |  |
| Time Management |  |  |  |  |  |
| Teamwork |  |  |  |  |  |
| Availability |  | | | | |
| Total Score: |  | | | | |

**Would you recommend hiring this person? (Please circle one)**

Yes – Hire Immediately (Score of 20 - 24)

Maybe - Trail (Score of 12 – 19)

No – Unsuccessful (Score of 0 - 11)