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## INVESTIGATIVE SOLUTIONS GROUP, UNLIMITED

### 20 Interview Questions

*It is recommended that the following questions be asked in a two part interview process. Questions 1 – 10 to be asked in the first interview; then 11 – 20 in the second interview. The interviewer should ask the questions and WRITE the answers down, taking time to notice and note the interviewee's attitude, demeanor, how much time and thought is given to their answer and how relaxed they may or may not be. Pay attention and make notes about how much eye contact they have, how much they smile, and how interested they seem in YOU. Elaborate on the questions only enough to make their meaning clear to the interviewee.*

*Do your best to make the questions conversational. If you find yourself sounding like a game show host or feel like you are playing Twenty Questions, you can intersperse the questions with discussions with company policies such as: (These should also be in An Employee Handbook as well.)*

- Schedules – what type of hours are available and times shifts begin and end.
- Tobacco policies – Is it allowed, where is the smoking section if so, etc.
- Hygiene Policies - Bathroom procedures, hand washing, etc.
- Uniform and Appearances

#### Applicant Questions

1. TELL ME ABOUT YOU?
2. WHY DO YOU WANT TO WORK HERE?
3. WHAT ARE YOU THE MOST PROUD OF?
4. IF YOU COULD CHANGE ONE THING ABOUT YOUR PERSONALITY, WHAT WOULD IT BE?
5. WHAT IS GREAT CUSTOMER SERVICE AND DESCRIBE AN INSTANCE WHERE YOU RECEIVED GREAT CUSTOMER SERVICE.
6. DESCRIBE TEAM WORK AND EXPLAIN HOW YOU WORK WITH A TEAM.
7. DESCRIBE BEING ORGANIZED AND IF YOU WERE GIVEN THE TASK OF ORGANIZING A PANTRY THAT HAS PAPER GOODS, CANNED GOODS, BOXED

*ITEMS AND ITEMS THAT HAVE EXPIRATION DATES, HOW YOU WOULD DO THAT.*

- 8. WHAT KIND OF CONFLICT DID YOU HAVE AT YOUR LAST JOB AND HOW DID YOU HANDLE IT? THIS COULD HAVE BEEN WITH ANOTHER EMPLOYEE, YOUR EMPLOYER OR A CUSTOMER. WAS IT A WIN-WIN SITUATION AND IF NOT, HOW DO YOU THINK IT COULD HAVE BEEN MADE THAT WAY?*
  - 9. WHAT DO YOU THINK IS THE MOST IMPORTANT FACTOR OR STRENGTH NEEDED FOR THIS POSITION?*
  - 10. WHICH IS MORE IMPORTANT AND WHY? BEING ON TIME OR BEING FRIENDLY AND SUPPORTIVE?*
  - 11. WHAT PART DO YOU PLAY IN MAKING CUSTOMERS HAPPY?*
  - 12. WHEN WAS THE LAST TIME YOU DID SOMETHING YOU WEREN'T EXPECTED TO DO BUT YOU JUST DID IT ANYWAY?*
  - 13. WHAT DO YOU WANT TO KNOW ABOUT ME AND/OR THE JOB?*
  - 14. WHAT MAKES YOU FEEL LIKE YOU ARE IMPORTANT AND VALUED?*
  - 15. WHY DID YOU LEAVE YOUR LAST JOB?*
  - 16. WHAT DO YOUR FRIENDS SAY ABOUT YOU?*
  - 17. WHAT IRRITATES YOU THE MOST IN LIFE?*
  - 18. WHAT DO YOU NEED TO BE SUCCESSFUL IN A NEW JOB OR ENVIRONMENT?*
  - 19. WHAT DO YOU LIKE BEST ABOUT YOURSELF?*
  - 20. WHAT DO YOU DO IF YOU THINK SOMEONE DOESN'T LIKE YOU?*
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**FOR MORE INFORMATION ON HIRING, AND INTERVIEW PROCEDURES, PLEASE FEEL FREE TO CALL 972 485 4748 FOR FREE INFORMATION.**