

# 5 Star Interview Guide

Candidate Name:		Interview Date:	
Interviewer Name:		Interview Time:	

## Interview Process

- Step 1: Review the application to ensure the candidate can fill an open position.
- Step 2: Contact the candidate for an initial 5 minute phone screen - do not schedule a personal interview yet!
- Step 3: If satisfied with the phone screen, schedule a 20 minute personal interview within 24 hours.
- Step 4: The goal of the interview is to determine if the candidate can achieve all 5-stars - once you are satisfied they achieve a star in a category, move on to the next section.
- Step 5: A "best practice" is to introduce the candidate to managers and team members as part of the interview process.
- Step 6: A candidate must receive all 5 stars to be offered a position - anything less, no offer can be made.
- Step 7: Once hired, set up an Orientation time for the candidate and inform your team of the start date.

## Application Review & 5 Minute Phone Screen

- What is your availability? Are there any shifts/days you cannot work?
- Do you have reliable transportation to work?
- What is the rate of pay you are expecting?
- Ask about the candidate's work history. Focus on any gaps.

Notes

### Mark if YES:

- Does the candidate sound excited to be interviewing with you today?
- Is the candidate really interested in the position you have available and able to work the shifts needed?
- Have you provided the candidate with a realistic overview of the position and type of work they will be doing?
- Did you confirm there were no warning signs uncovered during the Phone Screen?
- Does the candidate know anyone we currently employ?

## Personal Interview

### ★ STAR #1: First Impression

- Is the candidate on time?
- Is the candidate dressed appropriately?
- Is the candidate well groomed? No offensive tattoos?
- Does the candidate smile, use good eye contact and greet you?

Check Box if Candidate Receives Star #1

Notes

### ★ STAR #2: Values & Drive (*Warning Signs: Job Hopper, No Goals*)

- Ask the candidate to tell you about themselves.
- Ask the candidate to tell you about their goals.
- Ask the candidate what good work ethic means to them.
- Have the candidate Role Play greeting a guest.

Check Box if Candidate Receives Star #2

Notes

## 5 Star Interview Guide (Cont'd)

★ **STAR #3: Soft Skills & Behaviors** *(Warning Signs: Distracted, Poor Communication Skills)*

- Ask the candidate what kinds of things they do to stay organized.
- Ask the candidate if they were part of a team where someone wasn't pulling their weight, how would they address the situation?
- Ask the candidate how they would handle a guest returning their fries because they are cold?

Notes
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Check Box if Candidate Receives Star #3

★ **STAR #4: Hard Skills & Technical Skills** *(Warning Signs: Low Energy)*

- Ask the candidate what skills they have that they will use for this job.
- Ask the candidate to tell you about a time they had to multi-task at work / school.
- Ask the candidate why you should hire them versus the next candidate?

Notes
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Check Box if Candidate Receives Star #4

★ **STAR #5: Reference Check**

- Verify the dates the candidate said they worked
- Would they hire the candidate back if they were to re-apply?
- Would they recommend the candidate for our position?
- Why did the candidate leave?
- Did the candidate get along with others?

Reference Name:	
Reference Position:	
Reference Company:	
Phone Number:	
Position:	

Check Box if Candidate Receives Star #5

★ **Interview Summary** Must answer YES to all items before offering position

	Yes	No
Application & Phone Screen Passed		
STAR #1: First Impression		
STAR #2: Values & Drive		
STAR #3: Soft Skills & Behaviors		
STAR #4: Hard Skills & Technical Skills		
STAR #5: Reference Check		