



Interview Questions

This attachment is used by franchisees and managers to allow them to ask effective and probing interview questions. Notes should be taken on a blank document and should be kept brief so as to avoid writing while the applicant is speaking. Not all questions will be applicable for each role or applicant.

Rapport Building Questions

- What did you get up to yesterday or last night?
- Why did you decide to apply for a job with us?

Job Motivation

- What did you like best about your previous or current position? Why?
- What did you least like about it? Why?
- What was the most satisfying work experience you had at your previous or current job? Why?
- What attracts you to a highly customer focused profession such as this?
- What do you think the worse part of a customer service position is?
- How do you define work ethic, can you explain what it is?

Initiative

- Can you give a examples of doing more than required in your previous or current job?
- Can you tell me about an idea or suggestion that you made to your supervisor in your previous or current job?
- Hypothetically, if you were offered this job and six weeks down the track a customer (very irate) comes up to you to say that a product / service she has just purchased (that you know nothing about) was unsatisfactory or poor quality and she wants a refund. What would you do? How would you handle the situation?

Skills

- What are four personal qualities that you believe are required to be successful in this job?
- Do you think you possess those qualities?
- Give me examples that would make me think that you possess those quantities?
- Do you have a proven sales background? If so, please describe your time in sales
- In 30 seconds or less, convince me that you are right person?



Communication

- How do you adjust your communication style when dealing with different sorts of people?

Stress Tolerance

- How well do you cope with pressure?
- What kinds of pressure do you feel in your previous or most recent position?
- How do you deal with that?
- When did you last lose your temper? Why?
- How do you relax and get away from it all after a hard day?

Work Standards

- In your current or previous position, how would you define “doing a good job?”
- How do you think you’ll be able to measure success in the role you are applying for?

Scenarios

- If, while supervising the trampoline arena, you had a customer who was repeatedly breaking the rules, how would you deal with it?
- If that didn’t resolve the issue and the customer continued to break the rules, how would you proceed?
- A customer you are serving is trying to pay with a gift-card that has recently expired. After they realise this they become extremely upset and demand to use the card anyway. How would deal with this situation?