



LEGAL CONSIDERATIONS FOR INTERVIEWING

QUESTIONS YOU CAN ASK

- The candidate's availability to work
- Do you have any responsibilities that conflict with attendance requirements?
- Do you have a reliable means of transportation to work?
- Whether the candidate is at least 18
- Are you legally authorized to work in the U.S. (or can you produce documents necessary to complete a Form I-9)?
- About academic schooling or professional training received in the military
- Whether the applicant can perform essential job-related functions
- About membership in a professional association related to the position
- For job references

QUESTIONS YOU CANNOT ASK

Age

- Exact age/Date of birth: "How old are you?"
- Grad date: "When do/did you graduate?"

National Origin/Ancestry

- Race, nationality, lineage or birthplace: "Where are you from?"
- Maiden name/ethnic association of surname
- Birthplace of candidate's parents or spouse
- What languages do you read, speak and write fluently?

Family

- Marital status
- Whether they have children or how many children
- Whether a candidate is pregnant
- Spouse's occupation
- Child-care arrangements
- Health care coverage through spouse

Military

- Branch of service
- Veteran status or discharge status

Medical Conditions/Disabilities

- Whether a candidate has a disability/condition
- Nature or severity of the disability/condition
- Whether the candidate has ever filed a workers' compensation claim
- Mental health
- Recent or past medical procedures

Other

- Gender of candidate; height or weight
- Sexual orientation/gender preference
- Religious affiliations
- Number or kinds of arrests
- Contact in case of an emergency
- Whether the candidate owns or rents a home, or with whom the candidate lives
- Specific type of transportation: "Do you have a car?"

NOTE: Even if an applicant volunteers information about one of these protected categories, you should not ask follow-up questions.





Hourly Team Member Interview Guide

Candidate Name:		Date:	
Interviewers:			
Position Title:			

Instructions: This guide ensures consistent, fair, and competency-based interviews across all candidates. Rate responses using the Interview Evaluation Scorecard Summary located on the last page. All interviewers are required to fully complete the Interview Evaluation Scorecard Summary for every candidate. All scorecard fields must be completed to be considered valid.

Reminder: The completed guide must be uploaded to JazzHR (Candidate Documents tab) for HR to proceed with an offer. Missing or incomplete guides will delay or prevent offer approval.

	Interview Questions	Notes	Rating
1.	Can you provide a brief overview of your past employment experiences to date?		
2.	What are the major responsibilities of your current position? What would your most recent manager say about your job performance? What parts of the job did you take the most pride in? What did/do you like the least?		
3.	What do you know about our company or the car wash business (if an external candidate)? What interests you most about this role?		
4.	Tell me about a time when you were part of a successful team, what was your role? Tell me about a time when you were part of a team that was unsuccessful, what went wrong and was your role?		





5.	Describe a situation when you had to deal with a dissatisfied customer or guest. How did you go about addressing their concerns? What was the outcome?		
6.	Have you ever had something go wrong at work during a busy or stressful moment? How did you approach it? Why did you select that approach? What did you take away from this?		
7.	Tell me about a time you were working with others who weren't very motivated. What did you do to stay productive? What was the situation? Who was involved and what steps did you take? What was the result?		
8.	What qualities do you value most in a good manager?		
9.	Describe a situation when you were at your best. What was the situation? What was the outcome?		
	This position will require working in fluctuating temperatures and various environmental conditions. Are you comfortable with these working conditions?		X





	What is your availability? Please include the day(s) of the week and your available timeframes.		X
	This position requires you to report to a designated work location on time for scheduled shifts. Do you have reliable means of transportation to do so?		X
	What are your compensation expectations for this role?		X
		Final Score	





Interview Evaluation Scorecard Summary

Scorecard Ratings (Please rate each question answered based on this 1-3 rating scale)		
Poor	Acceptable	Strong
1 - Response does not address the question or competency. - Provides vague, incomplete, or irrelevant examples. - Demonstrates limited skills, knowledge, or preparedness.	2 - Adequately answers the question. - Provides relevant examples with moderate detail. - Demonstrates baseline competency required for the role.	3 - Fully and clearly answers the question. - Provides specific, well-structured examples with measurable outcomes. - Demonstrates high-level competency, strong critical thinking, and alignment with role expectations.

Score Calculation

Questions marked with a "X" in the Rating category should not be rated.

Add up all 9 ratings → Total Score

Total score Divide by 9 → Final Score *Example: Total score is 23, $23 \div 9 = 2.5$. This is an acceptable candidate.*

CANDIDATE'S STRENGTHS	How will these strengths support what is required for the position?
CANDIDATE'S WEAKNESSES	How could these weaknesses be addressed in connection with this position?
	Would you consider this weakness a "deal breaker"? ☐ Yes ☐ No
Would you recommend hiring with this candidate? ☐ Yes ☐ No	

Additional comments:

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