



Interview Excellence Partnership (IEP) Resume Screening Cheat Sheet

FLIP26 Commitment: Fairness, Love, Integrity, Partnership

IEP Principle:

We select for capability, consistency, and behaviors that predict on-the-job success, not titles alone.

The 30-Second Resume Scan (All Roles)

Ask these four IEP gate questions before reading anything else:

1. Has this person done comparable work before?
(Outdoor, physical, fast-paced, customer-facing, or people-leading)
2. Have they worked in conditions similar to ours?
(Weather, pace, volume, standing all shift, weekends/holidays)
3. Is there evidence of reliability and accountability?
(Tenure, promotions, increased responsibility, ownership language)
4. Do they show service and sales orientation?
(Customers, memberships, upselling, resolving issues)

If 2 or more are “no” → screen out unless there is strong, clearly documented qualifying evidence.

IEP favors predictive evidence, not potential alone.

IEP Reliability Priority

After the initial scan, reliability is the next and most important screening decision. Reliability is the single strongest predictor of success in our environment.

Resumes should show evidence of:

- Tenure consistency (12+ months in physically or operationally demanding roles)
- Progression (added responsibility, promotions, or expanded scope)
- Intentional movement (role changes explained by growth, relocation, or business changes)

Red Flags (Weighted Heavily):

- Repeated short stints (3–6 months) with no explanation
- Vague descriptions (“various duties,” “helped out”)
- Pattern of leaving just before peak seasons or performance pressure

One short stint can be explained. A pattern without explanation is predictive.

SCREENING SIGNALS:

Shift Lead Role Purpose:

A high-performing attendant who can **lead by example**, support sales, model safety, and act as a go-to for newer team members.

Role modeling • Informal leadership • Sales confidence • Ownership

What to Look for on a Resume

- Prior lead, trainer, or key-holder experience (even informal).
- Proven customer sales or membership growth.
- Experience handling customer issues or coaching peers.



**Keywords / Phrases**

- "Lead," "trainer," "mentor," "opening/closing"
- "Sales goals," "membership conversion"
- "Safety compliance," "quality control"

Behavioral Clues

- Promotions or added responsibility.
- Language that shows ownership ("supported," "trained," "led," "resolved").

Yellow Flags

- Wants leadership without evidence of accountability.
- Can sell, but avoids responsibility or feedback.

IEP Resume → Interview Alignment

If a resume passes screening, the interview must test the same capability you screened for.

Resume Signal Found	IEP Interview Focus
Physical / outdoor work	"Tell me about a physically demanding job you stayed in."
Sales / memberships	"Walk me through how you sell when customers hesitate."
Leadership / training	"Who have you developed and how?"
Accountability language	"Tell me about a time you owned a bad outcome."

IEP Rule:

If you can't probe it in the interview, it shouldn't screen them in.

We do not hire for titles, personality, or likability, we hire for evidence of capability in conditions similar to ours.

This job involves heat, cold, rain, sales pressure, and people. If the resume doesn't show that, keep scrolling.





Sample Candidate Profiles:

SHIFT LEAD

HIRE

Candidate Profile:

- 1.5 years as Team Lead in retail
- Informal trainer for new hires
- Sales metrics listed (conversion %, goals)
- Language shows ownership ("led," "coached," "resolved")

Why this candidate was selected:

- Reliability + leadership
- Sales confidence
- Ownership language

MAYBE

Candidate Profile:

- High-performing sales associate
- Only 9 months tenure
- Wants leadership but no training experience
- Strong customer results

Why this candidate is a *Maybe*:

- Sales strength is clear
- Leadership potential, not proof
- Reliability still forming

Interview Focus with the profile:

- Accountability
- Feedback reception
- Commitment to staying in role

NO

Candidate Profile:

- "Lead" title but no team size listed
- Short stints across multiple stores
- Sales mentioned but no outcomes
- Avoids ownership language

Why this candidate was not selected:

- Title without substance
- Reliability concerns
- Leadership credibility missing

